



Regulator of
Social Housing

Tenant Satisfaction Measures Direction

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Contents

Introduction.....	3
About this Direction.....	3
Regulatory data returns	3
Part A - Tenant Satisfaction Measures: Technical Requirements	5
Section 1 - Common Tenant Satisfaction Measures requirements	7
TSMs to be reported by providers	7
Level of reporting	8
Relevant social housing stock	9
Dwelling units	9
Ownership	11
Reporting year and year end dates	11
Data protection and confidentiality	12
Responsibility for accuracy.....	12
Section 2 - Definitions and specific requirements for each TSM.....	13
Tenant perception measures	13
TSMs generated from management information.....	26
Part B - Tenant satisfaction measures: Tenant survey requirements	42
Introduction	42
Section 3 - Scope of tenant perception surveys	43
Type of survey	43
Survey questions and response options.....	44
Questionnaire structure	48
Relevant tenant population	49
Units of measurement	51
Survey timings.....	51
In-house and outsourced surveys	52
Data protection and confidentiality	53
Publication of summary of approach	53
Section 4 - Sampling approach	57
Sample size	57
Representativeness of responses	58
Survey collection method	62
Sampling method	63
Accessibility and barriers to responding	63
Annex A – Summary of requirements for small providers	65

Annex B – Description of common sampling methods.....	67
Annex C – Illustrative sample sizes	69

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Introduction

About this Direction

1. This Direction on tenant satisfaction measures requires all registered providers to collect, process and publish information in connection with tenant satisfaction measures prescribed by the regulator (TSMs). This Direction was given by the regulator on 1 October 2026¹ under section 198C(1) of the Housing and Regeneration Act 2008.
2. Part A of this Direction (which is referred to in this Direction as *Tenant Satisfaction Measures: Technical Requirements*) sets out the TSMs requirements of the regulator that apply across the TSMs, and specific requirements for each TSM. Part B of this Direction (which is referred to in this Direction as *Tenant Satisfaction Measures: Tenant Survey Requirements*) sets out further requirements as to how registered providers are required to conduct tenant perception surveys to generate a subset of TSMs ('tenant perception measures').
3. The TSMs are a core set of performance measures against which all registered providers must publish their performance. Registered providers are not restricted from collecting or publishing additional performance measures or information alongside the TSMs. In addition to its specific expectations, the Transparency, Influence and Accountability Standard includes the required outcome that registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance – providers need to determine what information they need to provide to deliver this outcome beyond publishing their performance against the TSMs specified in this document.
4. The central aims of the TSMs are to provide tenants with greater transparency about their landlord's performance and inform the regulator about how a landlord is delivering the outcomes of the consumer standards. To achieve these aims it is critical that TSMs are calculated and reported by providers on a consistent basis.

Regulatory data returns

5. In this Direction references to registered providers "reporting information" refers to registered providers publishing that information.

¹ However, registered providers have been (and continue to be) required to meet the requirements set out in this document (as those requirements have been amended from time to time) on a continuous basis with effect from 1 April 2023. Before this Direction was given, those requirements were set out in our publications '*Tenant Satisfaction Measures: Technical requirements*' and '*Tenant Satisfaction Measures: Tenant Survey requirements*', which came into force on 1 April 2023 (alongside related regulatory standards). In essence, those publications have now been converted into this Direction.

6. Using section 198C(5) of the Housing and Regeneration Act 2008, we require all registered providers that own 1,000 or more units of relevant social housing stock to send us information about their performance against the TSMs on annual basis through the TSM return. Where registered providers are required to submit an annual TSM return this will include information they have published in meeting this Direction. In effect this means that references to registered providers reporting information also include submitting the information where required by a TSM return.

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Part A - Tenant Satisfaction Measures: Technical Requirements

7. A summary of the TSMs is set out in Table 1 below. The remainder of Part A of this Direction is structured as follows:

- Section 1 – Common requirements that apply across all TSMs.
- Section 2 – Definitions and specific requirements for each TSM.

Table 1: Summary of Tenant Satisfaction Measures

Code	Issue
TSMs collected from tenant perception surveys	
TP01	Overall satisfaction
TP02	Satisfaction with repairs
TP03	Satisfaction with time taken to complete most recent repair
TP04	Satisfaction that the home is well maintained
TP05	Satisfaction that the home is safe
TP06	Satisfaction that the landlord listens to tenant views and acts upon them
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them
TP08	Agreement that the landlord treats tenants fairly and with respect
TP09	Satisfaction with the landlord's approach to handling complaints
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour
TSMs generated from management information	
CH01	Complaints relative to the size of the landlord
CH02	Complaints responded to within Complaint Handling Code timescales
NM01	Anti-social behaviour cases relative to the size of the landlord
RP01	Homes that do not meet the Decent Homes Standard
RP02	Repairs completed within target timescale

BS01	Gas safety checks
BS02	Fire safety checks
BS03	Asbestos safety checks
BS04	Water safety checks
BS05	Lift safety checks
[BS06]	[Electrical safety checks]

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Section 1 - Common Tenant Satisfaction Measures requirements

8. This Section sets out requirements that apply across the TSMs to all registered providers.²

TSMs to be reported by providers

9. All registered providers that own relevant social housing stock must collect, process (including calculate) and publish all TSMs on an annual basis in accordance with all requirements of this Direction.
10. Providers must report each TSM using the specific description and calculation of each TSM set out in Section 2. For example, following the requirements in Section 2 and the example survey responses in Table 2, the provider would be required to publish the TSM TP01 as follows:

Proportion of respondents who report that they are satisfied with the overall service from their landlord.	70%
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11. Other specific requirements on the basis for calculating and reporting for each TSM are set out in Section 2. For tenant perception measures (TP01-TP12), providers must additionally adhere to all requirements in Part B *Tenant Satisfaction Measures: Tenant Survey Requirements*. These requirements include question wording and response options that providers are required to use in tenant perception surveys to generate each tenant perception measure.

² Every reference to ‘registered providers’ and ‘providers’ in this document relates to registered providers of social housing.

Table 2: Illustration of calculation of TP01 – Overall Satisfaction

Illustrative number of responses to tenant perception survey question, “taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?”	
Very satisfied	200 (A)
Fairly satisfied	500 (B)
Neither satisfied nor dissatisfied	200
Fairly dissatisfied	50
Very dissatisfied	50
Total responses	1,000 (C)
TP01 calculation: $[(200 (A) + 500 (B)) / 1,000 (C)] \times 100 = 70\%$	

Level of reporting

12. TSMs must be reported on a **registered group basis**. This means:
 - Registered group parents must report consolidated TSMs for the group, calculated on the basis of all relevant social housing stock owned by themselves and all subsidiary registered providers. Registered group parents are not required by this Direction to report separate TSMs for individual registered providers within the group.
 - A registered provider that is a member of a group structure, whose parent company is not a registered provider, and which does not have a registered provider subsidiary, must report TSMs in respect of itself only.
 - A registered provider not in a group structure must report TSMs for their own organisation only.
13. For the purposes of reporting TSMs, registered providers are defined as being members of a **group structure** if they are subsidiaries and associates of one another within the meaning of those terms as set out in Section 271 of the Housing and Regeneration Act 2008. A **registered group parent** is a registered provider of social housing which has one or more relevant social housing stock owning registered provider subsidiaries, but which is not itself a subsidiary of another registered provider.

Relevant social housing stock

14. All TSMs must be reported for either or both of the following two stock types:
 - Low Cost Rental Accommodation (LCRA). This includes for example general needs, supported housing, intermediate rent and temporary social housing.
 - Low Cost Home Ownership (LCHO). This includes, for example, shared ownership properties (which have not been fully staircased).
15. Section 2 of this Direction specifies the relevant stock types that must be included in each TSM.
16. **LCRA stock** and **LCHO** are defined according to their respective definitions in sections 69 and 70 of the Housing and Regeneration Act 2008 ('the Act'). Reporting of TSMs for LCHO must not include 'fully staircased properties' i.e. properties once occupied under LCHO arrangements but where the occupier for example acquired a 100% share of a shared ownership property or repaid an equity loan on a shared equity property in full. For the purposes of this document, the term 'tenant' refers to any resident of LCRA or LCHO stock owned by a provider.
17. Dwelling units that are not LCRA or LCHO – for example non-social housing, leasehold and other dwelling units that are only social housing by virtue of legacy provisions in the Act³ – should not be included in the TSMs.

Dwelling units

18. Many of the TSMs are defined in terms of numbers of dwelling units owned by providers. For the purposes of the TSMs each of the following is a single **dwelling unit**:
 - a self-contained unit
 - a bedspace in non-self-contained housing.⁴
19. The headline TSM descriptions in Section 2 use 'homes' to refer to dwelling units in order to use terminology more likely to be familiar to tenants. Any reference to homes in the TSMs should be understood as a reference to dwelling units.
20. The building safety TSMs require providers to report the number of dwelling units for

³ Legacy provisions are those set out in Section 77 of the Housing and Regeneration Act (2008). Leasehold stock is stock for which a leasehold interest has been sold to an occupier, where the provider retains a freehold interest or a superior leasehold interest, but that does not fall under the definition of LCRA or LCHO.

⁴ Non-self-contained housing is that which requires the sharing of some or all of living, cooking, bathroom or toilet amenities. A bedspace is a single space for a person in such a property (e.g. a bed in a hostel or in a private room in a shared house)

which all specified safety checks have been carried out (BS01-BS05). Statutory obligations require providers to conduct a range of safety checks, including on individual dwelling units but also on communal parts or whole buildings that contain multiple dwellings units. For the purposes of the building safety TSMs, providers must ensure that all specified checks that could affect the safety of individual dwelling units have been carried out⁵. For example, following the requirements in Section 2 and the example calculation in Table 3, the provider would be required to publish the TSM BS02 as follows:

Proportion of homes for which all required fire risk assessments have been carried out.	33%
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Table 3: Illustration of calculation of BS02 – fire safety checks

Properties with communal parts that require fire risk assessments (FRAs)	No. of relevant dwelling units	FRA carried out
Tower block 1	50 (A)	Yes
Tower block 2	100	No
Total	150 (B)	-
BS02 calculation: $[50 (A) / 150 (B)] \times 100 = 33\%$		

21. As a further example, following the requirements in Section 2 and the example calculation in Table 4, the provider would be required to publish the TSM BS01 as follows:

Proportion of homes for which all required gas safety checks have been carried out.	89%
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⁵ If multiple safety checks are required for a dwelling unit (e.g. both within the dwelling and on any communal parts that serve the dwelling), providers must ensure that all these checks have been carried out to report compliance for the dwelling unit – dwelling units must therefore not be double counted when calculating the TSM.

Table 4: Illustration of calculation of BS01 – gas safety checks

Dwelling units for which gas safety checks are required	No. of relevant dwelling units	Gas safety checks carried out
Flats in tower block 1 served by communal gas boiler	50 (A)	Yes, on communal boiler
Flats in tower block 2 served by communal gas boiler	100	No. Communal boiler does not have required check
Houses with individual gas appliances	9,000 (B)	Yes
	1,000	No
Total dwelling units for which gas safety checks are required	10,150 (C)	
BS01 calculation: $[(50 (A) + 9,000 (B)) / 10,150 (C)] \times 100 = 89\%$		

Ownership

22. For the purposes of reporting TSMs (and this Direction generally), a provider owns a dwelling unit when it: (a) holds the freehold title or a leasehold interest in that property; and (b) is the body with a direct legal relationship with the occupants of the dwelling unit (this body is often described as the landlord). Dwelling units owned by one provider but managed by another organisation - such as a managing agent, Arms Length Management Organisation or Tenant Management Organisation, or under a Private Finance Initiative (PFI) arrangement - must be reported by the owner. Dwelling units must not be reported as being owned by more than one provider.

Reporting year and year end dates

23. Providers that own 1,000 or more dwelling units of relevant social housing stock⁶ must report TSMs annually pertaining to a **reporting year** that runs from **1 April to 31 March** (and must collect and process information as required to do so). Where this document requires information to be calculated as at **year end** such providers must report information as at **31 March**.

⁶ That is, 1,000 or more of low cost rental accommodation and low cost home ownership units combined. For providers in a group, units are measured at a registered group level.

24. Providers with fewer than 1,000 dwelling units of relevant social housing stock (small providers)⁷ are permitted to collect and report TSMs pertaining to a reporting year other than 1 April to 31 March. This is a proportionate approach for small providers who can, for example, use a reporting year for TSMs that aligns with their particular financial reporting year. Similarly where this Direction requires information to be calculated at 'year end', such providers are permitted to report information at a date other than 31 March. Small providers must use the same reporting start and end dates year-on-year for all TSMs, except where there is a compelling reason not to do so (e.g., the provider adopts a new financial reporting year), and clearly report which reporting year the TSMs relate to.

Data protection and confidentiality

25. Providers must ensure they and any contractors are compliant with the relevant privacy and data protection legislation when processing personal data. This includes all processing, including during the collection of TSM data and in the publication of results. Providers must protect respondent confidentiality in order to protect tenants and give respondents confidence to give honest feedback in tenant perception surveys.
26. Providers with fewer than 1,000 dwelling units of relevant social housing stock must take a proportionate approach to TSMs in order to protect tenant confidentiality. For the smallest of these providers, it may be difficult to protect the anonymity of individual tenants if TSM information is published in full. It is permissible for at least some TSMs and supporting analysis to be omitted from published information if providers judge this to be a material risk.

Responsibility for accuracy

27. It is ultimately the responsibility of Boards of private registered providers and governing bodies of local authority registered providers to ensure that reported TSMs have been calculated accurately and in accordance with regulatory requirements. For example, the Transparency, Influence and Accountability Standard includes a specific expectation that requires registered providers to ensure that the information they publish in accordance with the requirements of this Direction is an accurate, reliable, valid, and transparent reflection of their performance against the TSMs.

⁷ That is, providers owning fewer than 1,000 low cost rental accommodation and low cost home ownership units combined (for providers in a group, units are measured at a registered group level). Such providers are termed 'small providers' for the purposes of the requirements in this document.

Section 2 - Definitions and specific requirements for each TSM

Tenant perception measures

TP01 – Overall satisfaction	
Tenant Satisfaction Measure	Proportion of respondents who report that they are satisfied with the overall service from their landlord.
TSM calculation	<p>A. Number of respondents (weighted where required) who reported they are very satisfied.</p> <p><i>FIRST added to</i></p> <p>B. Number of respondents (weighted where required) who reported they are fairly satisfied.</p> <p><i>THEN divided by</i></p> <p>C. Number of respondents (weighted where required) who answered the question (not including any tenants who gave an unprompted not known or not applicable response).</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<p>LCRA and/or LCHO stock as required in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means:</p> <ul style="list-style-type: none"> Providers that own 1,000 or more dwelling units of LCRA must report this TSM for LCRA stock specifically. Providers that own 1,000 or more dwelling units of LCHO must report this TSM for LCHO stock specifically. Providers that own 1,000 or more dwelling units of LCRA and 1,000 or more dwelling units of LCHO must report this TSM for LCRA stock and LCHO stock separately. Providers that own fewer than 1,000 dwelling units of LCRA and fewer than 1,000 dwelling units of LCHO can choose to report tenant perception measures for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined.
Further requirements	<p>Providers must follow the requirements in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i> in generating survey responses used to calculate this TSM.</p> <p>Providers must use question wording and response options set out in Table 6 in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means that the question wording must be as follows – ‘Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?’ – and providers must <u>not</u> include a ‘don’t know’, ‘not applicable’ or similar response when asking this question. They must however allow tenants who answer in this way unprompted to move on with the other questions in the survey.</p> <p>Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>.</p> <p>These requirements relate to total survey responses, as defined in this document, rather than responses to each individual TSM question.</p>

TP02 – Satisfaction with repairs	
Tenant Satisfaction Measure	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.
TSM calculation	<p>A. Number of respondents (weighted where required) who reported they are very satisfied.</p> <p><i>FIRST added to</i></p> <p>B. Number of respondents (weighted where required) who reported they are fairly satisfied.</p> <p><i>THEN divided by</i></p> <p>C. Number of respondents (weighted where required) who answered the question (not including any tenants who reported they have not received a repair in the last 12 months or who gave an unprompted not known or not applicable response).</p> <p><i>Multiplied by 100.</i></p>
Stock types included	LCRA stock only.
Further requirements	<p>Providers must follow the requirements in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i> in generating this TSM.</p> <p>Providers must use question wording and response options set out in Table 6 in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means that the question wording must be as follows – ‘Has [your landlord] carried out a repair to your home in the last 12 months?’ If yes, ‘How satisfied or dissatisfied are you with the overall repairs service from [your landlord] over the last 12 months?’ – and that providers must <u>not</u> include a ‘don’t know’, ‘not applicable’ or similar response when asking this question. They must however allow tenants who answer in this way unprompted to move on with the other questions in the survey.</p> <p>Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. These requirements relate to total survey responses, as defined in this document, rather than responses to each individual TSM question.</p> <p>Where TP02 and TP03 are asked consecutively (or where survey routing is used) it is permissible to ask the first part of the question once, as long as all tenants who report they have received a repair in the last year (and only these tenants) are able to answer both questions.</p>

TP03 – Satisfaction with time taken to complete most recent repair	
Tenant Satisfaction Measure	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.
TSM calculation	<p>A. Number of respondents (weighted where required) who reported they are very satisfied.</p> <p><i>FIRST added to</i></p> <p>B. Number of respondents (weighted where required) who reported they are fairly satisfied.</p> <p><i>THEN divided by</i></p> <p>C. Number of respondents (weighted where required) who answered the question (not including any tenants who reported they have not received a repair in the last 12 months or who gave an unprompted not known or not applicable response).</p> <p><i>Multiplied by 100.</i></p>
Stock types included	LCRA stock only.
Further requirements	<p>Providers must follow the requirements in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>.</p> <p>Providers must use question wording and response options set out in Table 6 in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means that the question wording must be as follows – ‘Has [your landlord] carried out a repair to your home in the last 12 months?’ If yes, ‘How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?’ – and that providers must <u>not</u> include a ‘don’t know’, ‘not applicable’ or similar response when asking this question. They must however allow tenants who answer in this way unprompted to move on with the other questions in the survey.</p> <p>Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. These requirements relate to total survey responses, as defined in this document, rather than responses to each individual TSM question.</p> <p>Where TP02 and TP03 are asked consecutively (or where survey routing is used) it is permissible to ask the first part of the question once, as long as all tenants who report they have received a repair in the last year (and only these tenants) are able to answer both questions.</p>

TP04 – Satisfaction that the home is well maintained

Tenant Satisfaction Measure	Proportion of respondents who report that they are satisfied that their home is well maintained
TSM calculation	<p>A. Number of respondents (weighted where required) who reported they are very satisfied.</p> <p><i>FIRST added to</i></p> <p>B. Number of respondents (weighted where required) who reported they are fairly satisfied.</p> <p><i>THEN divided by</i></p> <p>C. Number of respondents (weighted where required) who answered the question (not including any tenants who gave an unprompted not known or not applicable response).</p> <p><i>Multiplied by 100.</i></p>
Stock types included	LCRA stock only.
Further requirements	<p>Providers must follow the requirements in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>.</p> <p>Providers must use question wording and response options set out in Table 6 in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means that the question wording must be as follows – ‘How satisfied or dissatisfied are you that [your landlord] provides a home that is well maintained?’ – and that providers must <u>not</u> include a ‘don’t know’, ‘not applicable’ or similar response when asking this question. They must however allow tenants who answer in this way unprompted to move on with the other questions in the survey.</p> <p>Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. These requirements relate to total survey responses, as defined in this document, rather than responses to each individual TSM question.</p>

TP05 – Satisfaction that the home is safe

Tenant Satisfaction Measure	Proportion of respondents who report that they are satisfied that their home is safe
TSM calculation	<p>A. Number of respondents (weighted where required) who reported they are very satisfied.</p> <p><i>FIRST added to</i></p> <p>B. Number of respondents (weighted where required) who reported they are fairly satisfied.</p> <p><i>THEN divided by</i></p> <p>C. Number of respondents (weighted where required) who answered the question (not including any tenants who answered 'not applicable/ don't know').</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<p>LCRA and/or LCHO stock as required in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means:</p> <ul style="list-style-type: none"> ▪ Providers that own 1,000 or more dwelling units of LCRA must report this TSM for LCRA stock specifically. ▪ Providers that own 1,000 or more dwelling units of LCHO must report this TSM for LCHO stock specifically. ▪ Providers that own 1,000 or more dwelling units of LCRA and 1,000 or more dwelling units of LCHO must report this TSM for LCRA stock and LCHO stock separately. ▪ Providers that own fewer than 1,000 dwelling units of LCRA and fewer than 1,000 dwelling units of LCHO can choose to report tenant perception measures for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined.
Further requirements	<p>Providers must follow the requirements in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>.</p> <p>Providers must use question wording and response options set out in Table 6 in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means that the question wording must be as follows – “Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that [your landlord] provides a home that is safe?”– and that providers must include a ‘not applicable / don't know’ response when asking this question.</p> <p>Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. These requirements relate to total survey responses, as defined in this document, rather than responses to each individual TSM question.</p>

TP06 – Satisfaction that the landlord listens to tenant views and acts upon them

Tenant Satisfaction Measure	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them
TSM calculation	<p>A. Number of respondents (weighted where required) who reported they are very satisfied.</p> <p><i>FIRST added to</i></p> <p>B. Number of respondents (weighted where required) who reported they are fairly satisfied.</p> <p><i>THEN divided by</i></p> <p>C. Number of respondents (weighted where required) who answered the question (not including any tenants who answered ‘not applicable/ don’t know’).</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<p>LCRA and/or LCHO stock as required in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means:</p> <ul style="list-style-type: none"> Providers that own 1,000 or more dwelling units of LCRA must report this TSM for LCRA stock specifically. Providers that own 1,000 or more dwelling units of LCHO must report this TSM for LCHO stock specifically. Providers that own 1,000 or more dwelling units of LCRA and 1,000 or more dwelling units of LCHO must report this TSM for LCRA stock and LCHO stock separately. Providers that own fewer than 1,000 dwelling units of LCRA and fewer than 1,000 dwelling units of LCHO can choose to report tenant perception measures for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined.
Further requirements	<p>Providers must follow the requirements in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>.</p> <p>Providers must use question wording and response options set out in Table 6 in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means that the question wording must be as follows – ‘How satisfied or dissatisfied are you that [your landlord] listens to your views and acts upon them?’ and that providers must include a ‘not applicable / don’t know’ response when asking this question.</p> <p>Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. These requirements relate to total survey responses, as defined in this document, rather than responses to each individual TSM question.</p>

TP07 – Satisfaction that the landlord keeps tenants informed about things that matter to them

Tenant Satisfaction Measure	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them
TSM calculation	<p>A. Number of respondents (weighted where required) who reported they are very satisfied.</p> <p><i>FIRST added to</i></p> <p>B. Number of respondents (weighted where required) who reported they are fairly satisfied.</p> <p><i>THEN divided by</i></p> <p>C. Number of respondents (weighted where required) who answered the question (not including any tenants who answered 'not applicable/ don't know').</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<p>LCRA and/or LCHO stock as required in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means:</p> <ul style="list-style-type: none"> Providers that own 1,000 or more dwelling units of LCRA must report this TSM for LCRA stock specifically. Providers that own 1,000 or more dwelling units of LCHO must report this TSM for LCHO stock specifically. Providers that own 1,000 or more dwelling units of LCRA and 1,000 or more dwelling units of LCHO must report this TSM for LCRA stock and LCHO stock separately. Providers that own fewer than 1,000 dwelling units of LCRA and fewer than 1,000 dwelling units of LCHO can choose to report tenant perception measures for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined.
Further requirements	<p>Providers must follow the requirements in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>.</p> <p>Providers must use question wording and response options set out in Table 6 in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means that the question wording must be as follows – 'How satisfied or dissatisfied are you that [your landlord] keeps you informed about things that matter to you?' – and that providers must include a 'not applicable / don't know' response when asking this question.</p> <p>Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. These requirements relate to total survey responses, as defined in this document, rather than responses to each individual TSM question.</p>

TP08 – Agreement that the landlord treats tenants fairly and with respect	
Tenant Satisfaction Measure	Proportion of respondents who report that they agree their landlord treats them fairly and with respect
TSM calculation	<p>A. Number of respondents (weighted where required) who reported they strongly agreed.</p> <p><i>FIRST added to</i></p> <p>B. Number of respondents (weighted where required) who reported they agreed.</p> <p><i>THEN divided by</i></p> <p>C. Number of respondents (weighted where required) who answered the question (not including any tenants who answered ‘not applicable/ don’t know’).</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<p>LCRA and/or LCHO stock as required in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means:</p> <ul style="list-style-type: none"> Providers that own 1,000 or more dwelling units of LCRA must report this TSM for LCRA stock specifically. Providers that own 1,000 or more dwelling units of LCHO must report this TSM for LCHO stock specifically. Providers that own 1,000 or more dwelling units of LCRA and 1,000 or more dwelling units of LCHO must report this TSM for LCRA stock and LCHO stock separately. Providers that own fewer than 1,000 dwelling units of LCRA and fewer than 1,000 dwelling units of LCHO can choose to report tenant perception measures for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined.
Further requirements	<p>Providers must follow the requirements in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>.</p> <p>Providers must use question wording and response options set out in Table 6 in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means that the question wording must be as follows – ‘To what extent do you agree or disagree with the following “[my landlord] treats me fairly and with respect”?’ – and that providers must include a ‘not applicable / don’t know’ response when asking this question.</p> <p>Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. These requirements relate to total survey responses, as defined in this document, rather than responses to each individual TSM question.</p>

TP09 – Satisfaction with the landlord’s approach to handling complaints

Tenant Satisfaction Measure	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord’s approach to complaints handling
TSM calculation	<p>A. Number of tenants (weighted where required) who reported they made a complaint in the last 12 months and are very satisfied.</p> <p><i>FIRST added to</i></p> <p>B. Number of tenants (weighted where required) who reported they made a complaint in the last 12 months and are fairly satisfied.</p> <p><i>THEN divided by</i></p> <p>C. Number of respondents (weighted where required) who reported they made a complaint in the last 12 months (not including any tenants who reported making a complaint and gave an unprompted not known or not applicable response to the second part of the question).</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<p>LCRA and/or LCHO stock as required in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means:</p> <ul style="list-style-type: none"> Providers that own 1,000 or more dwelling units of LCRA must report this TSM for LCRA stock specifically. Providers that own 1,000 or more dwelling units of LCHO must report this TSM for LCHO stock specifically. Providers that own 1,000 or more dwelling units of LCRA and 1,000 or more dwelling units of LCHO must report this TSM for LCRA stock and LCHO stock separately. Providers that own fewer than 1,000 dwelling units of LCRA and fewer than 1,000 dwelling units of LCHO can choose to report tenant perception measures for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined.
Further requirements	<p>Providers must follow the requirements in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>.</p> <p>Providers must use question wording and response options set out in Table 6 in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means that the question wording must be as follows – ‘Have you made a complaint to [your landlord] in the last 12 months? If yes, ‘How satisfied or dissatisfied are you with [your landlord]’s approach to complaints handling?’ – and that providers must <u>not</u> include a ‘don’t know’, ‘not applicable’ or similar response when asking this question. They must however allow tenants who answer in this way unprompted to move on with the other questions in the survey.</p> <p>Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. These requirements relate to total survey responses, as defined in this document, rather than responses to each individual TSM question.</p>

TP10 – Satisfaction that the landlord keeps communal areas clean and well maintained

Tenant Satisfaction Measure	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.
TSM calculation	<p>A. Number of respondents (weighted where required) who reported they live in a building with communal areas and are very satisfied.</p> <p><i>FIRST added to</i></p> <p>B. Number of respondents (weighted where required) who reported they live in a building with communal areas and are fairly satisfied.</p> <p><i>THEN divided by</i></p> <p>C. Number of respondents (weighted where required) who reported that they live in a building with communal areas (not including any tenants who reported they have a communal area and gave an unprompted not known or not applicable response to the second part of the question).</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<p>LCRA and/or LCHO stock as required in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means:</p> <ul style="list-style-type: none"> Providers that own 1,000 or more dwelling units of LCRA must report this TSM for LCRA stock specifically. Providers that own 1,000 or more dwelling units of LCHO must report this TSM for LCHO stock specifically. Providers that own 1,000 or more dwelling units of LCRA and 1,000 or more dwelling units of LCHO must report tenant perception measures for LCRA stock and LCHO stock separately. Providers that own fewer than 1,000 dwelling units of LCRA and fewer than 1,000 dwelling units of LCHO can choose to report this TSM for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined.

Further requirements	<p>Providers must follow the requirements in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>.</p> <p>Providers must use question wording and response options set out in Table 6 in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means that the question wording must be as follows – ‘Do you live in a building with communal areas, either inside or outside, that [your landlord] is responsible for maintaining?’, If yes, ‘How satisfied or dissatisfied are you that [your landlord] keeps these communal areas clean and well maintained?’ – and that providers must include a ‘don’t know’ response when asking the first part of this question. Provider must <u>not</u> include a ‘don’t know’, ‘not applicable’ or similar response when asking the second part of the question. They must however allow tenants who answer in this way unprompted to move on with the other questions in the survey.</p> <p>Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. These requirements relate to total survey responses, as defined in this document, rather than responses to each individual TSM question.</p>
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TP11– Satisfaction that the landlord makes a positive contribution to neighbourhoods

Tenant Satisfaction Measure	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood
TSM calculation	<p>A. Number of respondents (weighted where required) who reported they are very satisfied.</p> <p><i>FIRST added to</i></p> <p>B. Number of respondents (weighted where required) who reported they are fairly satisfied.</p> <p><i>THEN divided by</i></p> <p>C. Number of respondents (weighted where required) who answered the question (not including any tenants who answered ‘not applicable/ don’t know’).</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<p>LCRA and/or LCHO stock as required in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means:</p> <ul style="list-style-type: none"> Providers that own 1,000 or more dwelling units of LCRA must report this TSM for LCRA stock specifically. Providers that own 1,000 or more dwelling units of LCHO must report this TSM for LCHO stock specifically. Providers that own 1,000 or more dwelling units of LCRA and 1,000 or more dwelling units of LCHO must report this TSM for LCRA stock and LCHO stock separately. Providers that own fewer than 1,000 dwelling units of LCRA and fewer than 1,000 dwelling units of LCHO can choose to report tenant perception measures for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined.
Further requirements	<p>Providers must follow the requirements in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>.</p> <p>Providers must use question wording and response options set out in Table 6 in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means that the question wording must be as follows – ‘How satisfied or dissatisfied are you that [your landlord] makes a positive contribution to your neighbourhood?’ – and that providers must include a ‘not applicable / don’t know’ response when asking this question.</p> <p>Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. These requirements relate to total survey responses, as defined in this document, rather than responses to each individual TSM question.</p>

TP12 – Satisfaction with the landlord’s approach to handling anti-social behaviour

Tenant Satisfaction Measure	Proportion of respondents who report that they are satisfied with their landlord’s approach to handling anti-social behaviour
TSM calculation	<p>A. Number of respondents (weighted where required) who reported they are very satisfied.</p> <p><i>FIRST added to</i></p> <p>B. Number of respondents (weighted where required) who reported they are fairly satisfied.</p> <p><i>THEN divided by</i></p> <p>C. Number of respondents (weighted where required) who answered the question (not including any tenants who answered ‘not applicable/ don’t know’).</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<p>LCRA and/or LCHO stock as required in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means:</p> <ul style="list-style-type: none"> Providers that own 1,000 or more dwelling units of LCRA must report this TSM for LCRA stock specifically. Providers that own 1,000 or more dwelling units of LCHO must report this TSM for LCHO stock specifically. Providers that own 1,000 or more dwelling units of LCRA and 1,000 or more dwelling units of LCHO must report this TSM for LCRA stock and LCHO stock separately. Providers that own fewer than 1,000 dwelling units of LCRA and fewer than 1,000 dwelling units of LCHO can choose to report tenant perception measures for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined.
Further requirements	<p>Providers must follow the requirements in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>.</p> <p>Providers must use question wording and response options set out in Table 6 in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means that the question wording must be as follows – ‘How satisfied or dissatisfied are you with [your landlord]’s approach to handling anti-social behaviour?’ – and that providers must include a ‘not applicable / don’t know’ response when asking this question.</p> <p>Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. These requirements relate to total survey responses, as defined in this document, rather than responses to each individual TSM question.</p>

TSMs generated from management information

CH01 – Complaints relative to the size of the landlord	
Tenant Satisfaction Measure	<p>Number of:</p> <ol style="list-style-type: none"> 1. stage one complaints and 2. stage two complaints received per 1,000 homes.
TSM calculation	<p>The two metrics to be reported must be calculated as follows:</p> <p>1. Stage one complaints</p> <p>A. Number of stage one complaints made by tenants in the relevant stock type during the reporting year.</p> <p><i>Divided by</i></p> <p>B. Number of dwelling units owned of the relevant stock type at year end.</p> <p><i>Multiplied by 1,000.</i></p> <p>2. Stage two complaints</p> <p>A. Number of stage two complaints made by tenants in the relevant stock type during the reporting year.</p> <p><i>Divided by</i></p> <p>B. Number of dwelling units owned of the relevant stock type at year end.</p> <p><i>Multiplied by 1,000.</i></p>
Stock types included	<p>Providers must report this TSM for LCRA and LCHO stock as follows:</p> <ul style="list-style-type: none"> ▪ Providers that own 1,000 or more dwelling units of LCRA must report this TSM for LCRA stock specifically. ▪ Providers that own 1,000 or more dwelling units of LCHO must report this TSM for LCHO stock specifically. ▪ Providers that own 1,000 or more dwelling units of LCRA and 1,000 or more dwelling units of LCHO must report this TSM for both LCRA stock and LCHO stock separately. ▪ Providers that own fewer than 1,000 dwelling units of LCRA and fewer than 1,000 dwelling units of LCHO can choose to report this TSM for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined. These providers must be able to demonstrate a proportionate and rational approach to making their decision, having regard to their stock profile. Providers must use the same stock basis for reporting CH01 and CH02 as they have used to report the tenant perception TSM TP09
Further requirements	<p>Providers must follow the definition of 'complaint' set out in the Housing Ombudsman's Complaint Handling Code. Similarly, for the purposes of this TSM, 'stage one' and 'stage two' have the same meanings as they do for the purposes of the Housing Ombudsman's Complaint Handling Code. This code is available on the Housing Ombudsman's website.</p>

Every complaint must be allocated to a single reporting year – as specified in Section 1 of this document – based on the date the complaint was made.

The relevant version of the Code for the purposes of TSMs is the version applicable during each reporting year. For example, CH01 and CH02 data reported for the year 1 April 2023 to 31 March 2024 must follow relevant definitions in the 2022 Code; CH01 and CH02 data reported for the year starting from 1 April 2024 or later must follow the relevant definitions in the 2024 Code and associated guidance. The Code is available on the Housing Ombudsman's website.

CH02 – Complaints responded to within Complaint Handling Code timescales

Tenant Satisfaction Measure	<p>Proportion of:</p> <ol style="list-style-type: none"> 1. stage one complaints responded to and 2. stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.
TSM calculation	<p>The two metrics to be reported must be calculated as follows:</p> <p>1. Stage one complaints response time</p> <p>A. Number of stage one complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale.</p> <p><i>Divided by:</i></p> <p>B. Number of stage one complaints made by tenants in the relevant stock type during the reporting year.</p> <p><i>Multiplied by 100.</i></p> <p>2. Stage two complaints response time</p> <p>A. Number of stage two complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale.</p> <p><i>Divided by</i></p> <p>B. Number of stage two complaints made by tenants in the relevant stock type during the reporting year.</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<p>Providers must report this TSM for LCRA and LCHO stock as follows:</p> <ul style="list-style-type: none"> ▪ Providers that own 1,000 or more dwelling units of LCRA must report this TSM for LCRA stock (only). ▪ Providers that own 1,000 or more dwelling units of LCHO must report this TSM for LCHO stock (only). ▪ Providers that own 1,000 or more dwelling units of LCRA and 1,000 or more dwelling units of LCHO must report this TSM for LCRA stock and LCHO stock separately. ▪ Providers that own fewer than 1,000 dwelling units of LCRA and fewer than 1,000 dwelling units of LCHO can choose to report this TSM for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined. These providers must be able to demonstrate a proportionate and rational approach to making their decision, having regard to their stock profile. Providers must use the same stock basis for reporting CH01 and CH02 as they have used to report the tenant perception TSM TP09.

Further requirements	<p>Providers must follow the definition of ‘complaint’ and the timescales for responses for each complaint stage set out in the Housing Ombudsman’s Complaint Handling Code and associated guidance.</p> <p>Providers may only use different maximum timescales if a valid exception as set by the relevant Complaint Handling Code and associated guidance applies. If this measure has been calculated using timescales which differ from those set in the Code, providers must report the maximum timescales used alongside the TSM and clarify that these diverge from the standard timelines in the Complaint Handling Code. The 2024 Code requires that all providers must use the timescales set out in the Code; under previous versions of the Code providers were permitted to diverge from the standard timelines of the Code under certain circumstances.</p> <p>For the purposes of this TSM, ‘stage one’ and ‘stage two’ have the same meanings as they do for the purposes of the Code. Every complaint must be allocated to a single reporting year – as specified in Section 1 of this document - based on the date the complaint was made.</p> <p>The relevant version of the Code for the purposes of TSMs is the version which was applicable during each reporting year. For example, CH01 and CH02 data reported for the year 1 April 2023 to 31 March 2024 must follow relevant definitions in the 2022 Code; CH01 and CH02 data for reporting years starting from 1 April 2024 or later must follow the relevant definitions in the 2024 Code. The Code is available on the Housing Ombudsman’s website.</p> <p>For the purposes of CH02 for a reporting year starting 1 April 2024 or later, the Complaint Handling Code timescales are defined as follows:</p> <p>Stage one</p> <ul style="list-style-type: none"> • Landlords must acknowledge, define and log stage one complaints within five working days of the complaint being received. • Landlords must issue a full response to stage one complaints within 10 working days of the complaint being acknowledged, or within 20 working days of acknowledgement for complex complaints (where, as per the Code, more time is needed, and the resident has been informed of the expected timescale in a manner consistent with the Code). <p>Stage two</p> <ul style="list-style-type: none"> • Landlords must acknowledge, define and log stage two complaints within five working days of the escalation request being received. • Landlords must issue a final response to stage two complaints within 20 working days of the complaint being acknowledged, or within 40 working days of acknowledgement for complex complaints (where, as per the Code, more time is needed, and the resident has been informed of the expected timescale in a manner consistent with the Code). <p>If any of the above timescales have not been met, then a complaint (at stage one or stage two) must not be counted within part A of CH02 calculated for a reporting year starting 1 April 2024 or later. For the avoidance of doubt, this means that <u>any</u> complaint where a full response was not issued within 20 working days after acknowledgement at stage one - or within 40 working days after acknowledgement at stage two – must not be reported as responded to within Code timescales for the purposes of this TSM (but must be counted within part B by CH02 by definition).</p>
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NM01 – Anti-social behaviour cases relative to the size of the landlord	
Tenant Satisfaction Measure	<p>Number of:</p> <ol style="list-style-type: none"> 1. anti-social behaviour cases, of which 2. anti-social behaviour cases that involve hate incidents opened per 1,000 homes.
TSM calculation	<p>The two metrics to be reported must be calculated as follows:</p> <p>1. Anti-social behaviour cases</p> <p>A. Total number of anti-social behaviour cases opened by or on behalf of the provider during the reporting year (including any ASB cases that involve hate incidents).</p> <p><i>Divided by</i></p> <p>B. Number of dwelling units owned of the relevant social housing stock at year end.</p> <p><i>Multiplied by 1,000.</i></p> <p>2. Anti-social behaviour cases that involve hate incidents</p> <p>A. Number of anti-social behaviour cases (as reported in part 1) that involve hate incidents opened by or on behalf of the provider during the reporting year.</p> <p><i>Divided by</i></p> <p>B. Number of dwelling units owned of the relevant social housing stock at year end.</p> <p><i>Multiplied by 1,000.</i></p>
Stock types included	LCRA and LCHO stock (combined).
Further requirements	<p>An 'anti-social behaviour case' is a log of activity undertaken by a provider in response to a report of anti-social behaviour to the provider from a tenant, representative, provider or contractor staff, service users or other individual or organisation. For the purposes of this TSM, total anti-social behaviour (ASB) cases must include any ASB cases that involve hate incidents.</p> <p>An ASB case can be in response to a single report/complaint of ASB, or multiple reports/complaints about the same party made whilst a case is still ongoing. Such further reports/complaints would not be counted as a further new case. Once a case is resolved and a further report/complaint of ASB is received, this should be treated as a new case.</p> <p>The definition of anti-social behaviour is as per the Anti-Social Behaviour, Crime and Policing Act 2014. For the purposes of calculating this TSM, a 'hate incident' is any incident which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on a person's disability or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation or transgender identity or perceived transgender identity. Any anti-social behaviour case that involves at least one hate incident should be included in the calculation of Part 2. Part 1 of the TSM must include all anti-social behaviour cases, including any that involve hate incidents.</p> <p>Local authority registered providers must only include ASB cases where they have undertaken activity in their capacity as a registered provider of social housing in response to a report of ASB.</p>

RP01 – Homes that do not meet the Decent Homes Standard	
Tenant Satisfaction Measure	Proportion of homes that do not meet the Decent Homes Standard
TSM calculation	<p>A. Number of dwelling units owned to which the Decent Homes Standard applied which failed the Decent Homes Standard at year end.</p> <p><i>Divided by</i></p> <p>B. Number of dwelling units owned to which the Decent Homes Standard applied at year end.</p> <p><i>Multiplied by 100.</i></p>
Stock types included	LCRA only.
Further requirements	Providers must use Decent Homes Standard Guidance published by the Government to determine whether a dwelling unit meets this Standard. This guidance sets out certain circumstances in which a dwelling unit should not be reported as non-decent (for example if making a home decent is against a tenant's wishes); dwelling units to which these specific circumstances apply should not be included in Part A of the TSM calculation. The current guidance is available through www.gov.uk .

RP02 – Repairs completed within target timescale	
Tenant Satisfaction Measure	<p>Proportion of:</p> <ol style="list-style-type: none"> 1. non-emergency <i>and</i> 2. emergency responsive repairs completed within the landlord's target timescale.
TSM calculation	<p>The two metrics to be reported must be calculated as follows:</p> <p>1. Non-emergency repairs</p> <p>A. Number of non-emergency responsive repairs completed within the provider's target timescale during the reporting year.</p> <p><i>Divided by</i></p> <p>B. Number of non-emergency responsive repairs completed during the reporting year.</p> <p><i>Multiplied by 100</i></p> <p>2. Emergency repairs</p> <p>A. Number of emergency responsive repairs completed within the provider's target timescale during the reporting year.</p> <p><i>Divided by</i></p> <p>B. Number of emergency responsive repairs completed during the reporting year.</p> <p><i>Multiplied by 100</i></p> <p>Providers must report the target timescales for completing (both emergency and non-emergency) responsive repairs used to generate this TSM.</p>
Stock types included	LCRA only
Further requirements	<p>A responsive repair is a reported defect to the property occupied by one or more tenants that is the landlord's responsibility to make good. It includes any such repairs within individual dwelling units, as well as communal areas or other parts of buildings that are occupied by at least one tenant. It does not include any repairs that are part of planned or cyclical works.</p> <p>Emergency repairs are repairs that are necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property. Non-emergency repairs refer to all other responsive repairs. Providers must include all responsive repairs in the TSM, including where they have commissioned a contractor or third party to carry out repairs and repairs recharged to the tenant or a third party.</p>

The completion time for each responsive repair must measure the end-to-end time, from the date that the repair was first brought to the landlord's attention by the tenant (or other party) until the date that the repair was completed, as confirmed by the contractor/operative.

A target timescale represents the maximum end-to-end completion time (days or hours) for a particular type of responsive repair that the provider has set as a service standard. For the purposes of this TSM, all providers must set such target timescales for emergency and non-emergency responsive repairs as a minimum. Providers are permitted to set more than one target timescale corresponding to different types of non-emergency or emergency responsive repair. For example, within non-emergency responsive repairs providers may set different target timescales for 'urgent' and 'non urgent' repairs (or for different stock types or management areas).

Where different target timescales for emergency or non-emergency repairs are used, providers must combine results to generate the two metrics above with each repair considered against the target timescale pertaining to it. For example, if a provider completed (a) 50 of 100 (50%) urgent responsive repairs within a specific target timescale (10 days); and (b) 90 of 100 (90%) routine responsive repairs within a longer target timeline (20 days); they would calculate the non-emergency repairs metric as $(50+90)/(100+100) = 70\%$ and report Part 1 of the TSM as follows:

- 70% of non-emergency responsive repairs completed during the year were completed within the providers' target timescale.
- The target timescales used to generate this TSM were 10 days for urgent responsive repairs, and 20 days for routine responsive repairs.

Each registered provider must report its target timescales used to generate this TSM.

BS01 – Gas safety checks	
Tenant satisfaction measure	Proportion of homes for which all required gas safety checks have been carried out.
TSM calculation	<p>A. Number of dwelling units owned for which all required gas safety checks were carried out and recorded as at year end.</p> <p><i>Divided by:</i></p> <p>B. Number of dwelling units owned for which gas safety checks were required to have been carried out as at year end.</p> <p><i>Multiplied by 100</i></p>
Stock types included	LCRA and LCHO stock only (combined). For this TSM, this includes all such units that require gas safety checks within the dwelling, and all such units served by communal or other relevant parts that require gas safety checks.
Further requirements	<p>In order to report that all required gas safety checks were carried out for a particular dwelling unit, providers must ensure that all statutory obligations in relation to carrying out gas safety checks relating to this unit were met and that these were appropriately recorded. This includes statutory obligations for keeping gas safety checks up-to-date, but not the completion of remedial actions that may be identified in gas safety checks. Although this TSM does not measure remedial actions, providers must of course ensure that these are carried out as required.</p> <p>Gas safety checks relating to a dwelling unit include all checks required both inside the dwelling and on any communal or relevant part that serves the dwelling. For example, if a gas safety check is required on a communal boiler that serves a number of relevant dwelling units, providers must ensure that this check is carried out to be able to report compliance for these units.</p> <p>Dwelling units for which all required gas safety checks were not carried out as at year end must not be counted within item A of the TSM calculation, even if the reason for this concerned an inability to gain access to the dwelling unit (or a communal or other relevant part). If multiple gas safety checks were required for a dwelling unit (e.g. both within the dwelling and on a related communal part), providers must have ensured that all these checks were carried out in order to report compliance – dwelling units must not be double counted in either part A or B of the TSM calculation.</p> <p>Providers must determine what statutory obligations with respect to gas safety checks apply to any vacant LCRA or LCHO dwellings and reflect these in the calculation of this TSM. If a vacant dwelling had its gas supply disconnected, then any required records relating to disconnection would be included as a gas safety check reflected in this TSM. If any vacant LCRA or LCHO dwellings were served by a communal or related parts requiring a gas safety check, these dwellings must be included in reported compliance with respect to these communal or related parts.</p> <p>The calculation of this TSM must reflect all gas safety checks that relate to dwelling units owned by the provider, including checks for which a third party is responsible. These may include, for example, checks on a communal boiler in a building owned by a third-party landlord, which serves LCRA and/or LCHO units owned by the provider.</p>

	<p>In these circumstances, a dwelling unit must not be counted within item A of the TSM calculation if the provider was not able to obtain evidence or otherwise make sure that required checks on communal or other parts that serve the dwelling were carried out.</p>
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	<p>This TSM must reflect the compliance position at the end of each reporting year.</p>
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BS02 – Fire safety checks

Tenant satisfaction measure	Proportion of homes for which all required fire risk assessments have been carried out.
TSM calculation	<p>A. Number of dwelling units owned within properties that required an FRA for which all required FRAs were carried out and recorded as at year end.</p> <p><i>Divided by</i></p> <p>B. Number of dwelling units owned within properties for which an FRA was required to have been carried out as at year end.</p> <p><i>Multiplied by 100</i></p>
Stock types included	LCRA and LCHO stock only (combined). For this TSM, this means all such units within a property that requires an FRA.
Further requirements	<p>Providers must ensure that all statutory obligations in relation to carrying out FRAs for a particular property were met, and that these were appropriately recorded, in order to report compliance for the dwelling units in that property in item A above. This includes statutory obligations for keeping FRAs up-to-date through interim reviews, but not the completion of remedial actions that may be identified in FRAs. Although this TSM does not measure remedial actions, providers must of course ensure that these are carried out as required.</p> <p>A 'property' in this context means a building that requires an FRA – this is typically a building with two or more dwelling units and at least one communal part (e.g. a tower block). All communal parts (e.g. lifts, stairwells etc.) and other relevant parts of the property (e.g. storage rooms, external wall systems, balconies and flat front doors etc.) which are required to be included within the scope of FRAs must be covered. If multiple FRAs were required for a property, providers must have ensured that all these FRAs were carried out in order to report compliance for the dwelling units within this property – dwelling units must not be double counted in either part A or B of the TSM calculation. Any vacant LCRA or LCHO dwelling units within each property must be included within the calculation of this TSM.</p> <p>The calculation of this TSM must reflect all FRAs required for each property in which there are one or more relevant dwelling units owned by the provider, including FRAs for which a third party is responsible. An example of this might be where a provider owns LCRA and/or LCHO units within a property owned by a third-party landlord. In these circumstances, a dwelling unit must not be counted within item A of the TSM calculation if the provider was not able to obtain evidence or otherwise make sure that all required FRAs and FRA reviews were carried out for the property the dwelling unit is in.</p> <p>This TSM must reflect the compliance position at the end of each reporting year. Subject to statutory obligations, it may reflect FRAs conducted within the current reporting year or previous reporting years.</p>

BS03 – Asbestos safety checks	
Tenant satisfaction measure	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.
TSM calculation	<p>A. Number of dwelling units owned within properties that required an asbestos management survey or re-inspection for which all required asbestos management surveys or re-inspections were carried out and recorded as at year end.</p> <p><i>Divided by:</i></p> <p>B. Number of dwelling units owned within properties for which an asbestos management survey or re-inspection was required to have been carried out as at year end.</p> <p><i>Multiplied by 100</i></p>
Stock types included	LCRA and LCHO stock only (combined). For this TSM, this means all such units within a property that requires asbestos management surveys or re-inspections.
Further requirements	<p>Providers must ensure that all statutory obligations in relation to carrying out asbestos management surveys or re-inspections for a particular property were met, and that these were appropriately recorded, in order to report compliance for the dwelling units in that property in item A above. This includes statutory obligations for keeping surveys and re-inspections up-to-date but not the completion of remedial actions that may be identified (except for those related to re-inspection specifically). Although this TSM does not measure remedial actions more generally, providers must of course ensure that these are carried out as required.</p> <p>A 'property' in this context means a building that requires asbestos management surveys or re-inspections. The calculation of this TSM must reflect all asbestos management surveys or re-inspections required for each property in which there are one or more relevant dwelling units owned by the provider, including surveys or re-inspections for which a third party is responsible. This may include, for example, where the provider owned LCRA and/or LCHO units in a property owned by a third-party landlord. In these circumstances, a dwelling unit must not be counted within item A of the TSM calculation if the provider was not able to obtain evidence or otherwise make sure that all required asbestos management surveys or re-inspections were carried out for the property the dwelling unit is in. Any vacant LCRA or LCHO dwelling units within each property must be included within the calculation of this TSM.</p> <p>If multiple asbestos management surveys or re-inspections were required for a property, providers must have ensured that all these were carried out in order to report compliance for the dwelling units within this property – dwelling units must not be double counted in either part A or B of the TSM calculation.</p> <p>This TSM must reflect the compliance position at the end of each reporting year. Subject to statutory obligations, it may reflect asbestos management surveys or re-inspections conducted within the current reporting year or previous reporting years.</p>

BS04 – Water safety checks	
Tenant Satisfaction Measure	Proportion of homes for which all required legionella risk assessments have been carried out.
TSM calculation	<p>A. Number of dwelling units owned for which all required legionella risk assessments (LRAs) were carried out and recorded as at year end.</p> <p><i>Divided by:</i></p> <p>B. Number of dwelling units owned for which an LRA was required to have been carried out as at year end.</p> <p><i>Multiplied by 100</i></p>
Stock types included	LCRA and LCHO stock only (combined). For this TSM, this includes all such units that require LRAs within the dwelling, and all such units with communal water systems or other relevant parts that require LRAs.

<p>Further requirements</p>	<p>In order to report that all required LRAs were carried out for a particular dwelling unit, providers must ensure that all statutory obligations in relation to carrying out LRAs relating to this unit were met and were appropriately recorded. This includes statutory obligations for keeping LRAs up-to-date but not the completion of remedial actions that may be identified in LRAs (except for those relating to re-inspection specifically). Although this TSM does not measure remedial actions more generally, providers must of course ensure that these are carried out as required.</p> <p>LRAs relating to a dwelling unit include all LRAs or re-inspections required both within the dwelling and on any communal or other relevant parts of the property that serve the dwelling. This includes hot and cold water systems which serve dwelling, whether or not such systems are communal, or only serve the dwelling. For example, if an LRA is required on a communal water tank that serves a number of relevant dwelling units, providers must ensure that this LRA is carried out to be able to report that all required LRAs have been carried out for these dwelling units.</p> <p>If multiple LRAs were required for a dwelling unit (e.g. within the dwelling and on a related communal part), providers must have ensured that all these checks were carried out to report compliance – dwelling units must not be double counted in either part A or B of the TSM calculation.</p> <p>The calculation of this TSM must reflect all LRAs that relate to dwelling units owned by the provider, including LRAs for which a third party is responsible. This may include, for example, a communal water tank within a building owned by a third-party landlord, which serves LCRA and/or LCHO units owned by the provider. In these circumstances, a dwelling unit must not be counted within item A of the TSM calculation if the provider was not able to obtain evidence or otherwise make sure that all required LRAs or re-inspections were carried out for the property the dwelling unit is in.</p> <p>Providers must determine what statutory obligations with respect to LRAs apply to any vacant LCRA or LCHO dwellings and reflect these in the calculation of this TSM. If any vacant LCRA or LCHO dwellings were served by a communal or related parts requiring a LRA, these dwellings must be included in reporting compliance with respect to these communal or related parts.</p> <p>This TSM must reflect the compliance position at the end of each reporting year. Subject to statutory obligations, it may reflect LRAs conducted within the current reporting year or previous reporting years.</p>
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BS05 – Lift safety checks	
Tenant Satisfaction Measure	Proportion of homes for which all required communal passenger lift safety checks have been carried out.
TSM calculation	<p>A. Number of dwelling units owned within properties with communal passenger lifts for which all Lifting Operations and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded as at year end.</p> <p><i>Divided by:</i></p> <p>B. Number of dwelling units owned within properties with communal passenger lifts as at year end.</p> <p><i>Multiplied by 100</i></p>
Stock types included	LCRA and LCHO stock only (combined). For this TSM, this means all such units within a property with one or more communal passenger lifts.
Further requirements	<p>In order to report that all LOLER inspection reports have been carried out for a particular property – and therefore for the dwelling units in that property – providers must ensure that LOLER inspection reports had been carried out for every communal lift within the property and that these were appropriately recorded.</p> <p>‘LOLER’ refers to the Lifting Operations and Lifting Equipment Regulations 1998. For the purposes of this TSM, carrying out a LOLER inspection report for a communal passenger lift means meeting the requirements of LOLER in relation to examinations and inspections as if the lift were subject to those requirements. This is irrespective of whether the requirements of LOLER strictly apply or not. This includes the requirements of LOLER in relation to keeping examination and inspection reports up-to-date, but not the completion of remedial actions that may be identified in inspection reports. Although this TSM does not measure remedial actions, providers must of course ensure that these are carried out as required.</p> <p>A communal passenger lift within a property is a lift provided for use of the occupants of a dwelling unit in common with the occupants of at least one other unit in the property. In this context, a property is a building with at least one such communal lift (e.g. a tower block).</p> <p>The calculation of this TSM must reflect LOLER inspection reports on all communal passenger lifts in properties in which there are one or more relevant dwelling units owned by the provider. This includes communal passenger lifts which are owned or controlled by a third party. For example, where the provider owns LCRA and/or LCHO units in a property owned by a third-party landlord, then these dwelling units must not be counted within item A of the TSM calculation unless the provider had obtained evidence or otherwise made sure that LOLER inspection reports had been carried out for every communal passenger lift in the property. Dwelling units must not be double counted in either part A or B of the TSM calculation. Any vacant LCRA or LCHO dwelling units within each property must be included within the calculation of this TSM.</p> <p>This TSM must reflect the compliance position at the end of each reporting year.</p>

[BS06 – Electrical safety checks]	
Tenant Satisfaction Measure	[Tenant Satisfaction Measure]
TSM calculation	[TSM calculation]
Stock types included	[Stock types included]
Further requirements	[Further requirements]

Part B - Tenant satisfaction measures: Tenant survey requirements

Introduction

28. The requirements in Part B of this Direction aim to establish a robust basis for generating comparable tenant perception measures across providers. They represent a consistent approach to key aspects of survey methodology, while allowing sufficient flexibility for providers to meet requirements in a way that fits with wider objectives and a range of operating models. This Direction includes some statistical requirements which are necessarily technical, although it describes how the approach to meeting these requirements should be proportionate to the size and complexity of each provider.
29. This Direction is not intended to offer guidance on how to conduct tenant perception surveys. Providers must determine the most appropriate way to meet the requirements in this Part B, taking advice where necessary.
30. This remainder of this Part B is structured as follows:
 - Section 3 – Scope of tenant perception surveys
 - Section 4 – Sampling approach.
31. The Annexes contain reference information relevant to our requirements. This includes a summary of requirements for providers with fewer than 1,000 dwelling units of relevant social housing stock (small providers)⁸ (Annex A), a description of common sampling methods (Annex B), and illustrative sample sizes (Annex C).
32. These requirements have been prepared by the regulator drawing on advice commissioned from BMG Research.

⁸ For the purposes of this document, a small provider is defined as one that owns fewer than 1,000 units of low cost rental accommodation and low cost home ownership dwelling units (combined). For providers in a group, dwelling units must be measured at a registered group level.

Section 3 - Scope of tenant perception surveys

33. This section sets out the scope of tenant perception surveys that registered providers are required to undertake with tenants in order to generate tenant perception measures.

Type of survey

34. The **tenant perception measures** listed below (TP01-TP12) must be generated using data from **perception surveys only**. A perception survey is intended to periodically capture tenants' general views of landlord performance and is not triggered by a recent interaction with the landlord. Providers must not use any data from transactional surveys to calculate these TSMs.⁹

Table 5: Type of survey

Tenant Satisfaction Measure		Collection method
TP01	Overall satisfaction	Perception survey
TP02	Satisfaction with repairs	
TP03	Satisfaction with time taken to complete most recent repair	
TP04	Satisfaction that the home is well maintained	
TP05	Satisfaction that the home is safe	
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	
TP08	Agreement that the landlord treats tenants fairly and with respect	
TP09	Satisfaction with the landlord's approach to handling complaints	
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	

⁹ Transactional surveys are triggered by a recent interaction (such as, by way of example only, completion of a repair, or response to a complaint).

35. The remainder of this Part B sets out how providers must undertake perception surveys to generate the tenant perception measures.

Survey questions and response options

36. Perception surveys must include the survey question wording and response options as specified in Table 6 below.¹⁰ This is irrespective of the survey collection method used (see section 4), so for example in a face-to-face or telephone survey, the surveyor must read the question followed by the response options specified below in full.¹¹ Written or online surveys must likewise include the response options below. Unless they are necessary to overcome specific barriers to a particular group of tenants completing the survey, providers must not introduce additional visual features such as emojis alongside the response options.¹²
37. Where [your landlord] or [my landlord] is written in Table 6 this can be substituted for the provider name (entity name, group name or recognised brand name), 'your/my landlord' or 'your/my social housing provider'. For example, local authority registered providers are permitted to append 'housing services' to their name to distinguish the landlord function from other services provided by local authorities.
38. Providers must follow the response scale for each question below. For example, a 'not applicable/ don't know' response must be included where this is shown for a question (and must not be included where this is not shown). For all questions if tenants offer an unprompted 'not applicable/don't know' response, for example during a telephone interview, providers must record this as an effective non-response to this particular question.

¹⁰ Questions TP02, TP03 and TP04 need to be completed by LCRA tenants only. If providers use a separate questionnaire for households residing in LCHO these questions must be removed.

¹¹ Where consecutive questions share the same response scale, it is permitted to: (a) set out the questions and response scale in a grid format within a written survey; or (b) state that the response scale is unchanged when reading consecutive questions as part of a telephone or face-to-face survey (however, if tenants ask to be reminded of the response scale, this must be repeated in full).

¹² Where providers use additional visual features such as emojis to overcome specific barriers, these features must be used alongside the standard response options, with the visual feature used (or emoji unicode) included as part of the published summary of approach.

Table 6: Tenant perception survey question wording

TSM		Survey question wording
TP01	Overall satisfaction	<p>‘Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?’</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied
TP02	Satisfaction with repairs	<p>‘Has [your landlord] carried out a repair to your home in the last 12 months?’</p> <ul style="list-style-type: none"> • Yes • No <p>If yes, ‘How satisfied or dissatisfied are you with the overall repairs service from [your landlord] over the last 12 months?’</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied
TP03	Satisfaction with time taken to complete most recent repair	<p>‘Has [your landlord] carried out a repair to your home in the last 12 months?’</p> <ul style="list-style-type: none"> • Yes • No <p>If yes, ‘How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?’</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied

TSM		Survey question wording
TP04	Satisfaction that the home is well maintained	<p>'How satisfied or dissatisfied are you that [your landlord] provides a home that is well maintained?'</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied
TP05	Satisfaction that the home is safe	<p>'Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that [your landlord] provides a home that is safe?'</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable/ don't know
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	<p>'How satisfied or dissatisfied are you that [your landlord] listens to your views and acts upon them?'</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable/ don't know
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	<p>'How satisfied or dissatisfied are you that [your landlord] keeps you informed about things that matter to you?'</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable/ don't know

TSM		Survey question wording
TP08	Agreement that the landlord treats tenants fairly and with respect	<p>To what extent do you agree or disagree with the following “[my landlord] treats me fairly and with respect”?’</p> <p>Response options:</p> <ul style="list-style-type: none"> • Strongly agree • Agree • Neither agree nor disagree • Disagree • Strongly disagree • Not applicable/ don’t know
TP09	Satisfaction with the landlord’s approach to handling complaints	<p>‘Have you made a complaint to [your landlord] in the last 12 months?’</p> <ul style="list-style-type: none"> • Yes • No <p>If yes, ‘How satisfied or dissatisfied are you with [your landlord]’s approach to complaints handling?’</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	<p>‘Do you live in a building with communal areas, either inside or outside, that [your landlord] is responsible for maintaining?’</p> <ul style="list-style-type: none"> • Yes • No • Don’t know <p>If yes, ‘How satisfied or dissatisfied are you that [your landlord] keeps these communal areas clean and well maintained?’</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied

TSM		Survey question wording
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	<p>'How satisfied or dissatisfied are you that [your landlord] makes a positive contribution to your neighbourhood?'</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable/ don't know
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	<p>'How satisfied or dissatisfied are you with [your landlord]'s approach to handling anti-social behaviour?'</p> <p>Response options:</p> <ul style="list-style-type: none"> • Very satisfied • Fairly satisfied • Neither satisfied nor dissatisfied • Fairly dissatisfied • Very dissatisfied • Not applicable/ don't know

Questionnaire structure

39. Registered providers must ensure the purpose of the perception survey is explicitly communicated to the tenant at the start of each survey conducted. Specifically, alongside any reference to other purposes, providers must state that the survey will be used to calculate annual TSMs to be published by the landlord. Local authority registered providers are permitted to include appropriate introductory wording to clarify that the survey relates to housing services provided by the local authority as part of its landlord function (as distinct from wider local authority services).
40. In addition to the questions above, providers are permitted to include other questions in the same tenant perception survey questionnaire. These additional questions may be used, for example, to better understand responses to the TSM questions, seek responses on wider or more detailed aspects of performance, or to generate data on tenant characteristics. Additional questions can be in any appropriate format (e.g. lists or free text), and can include questions that seek more information about a tenant's response to TSM questions.

41. The question to generate overall satisfaction (TP01) must appear as the first question in any perception survey questionnaire used to generate TSMs. The question on satisfaction with repairs (TP02) must appear before the question on timeliness of repairs (TP03). Questions to generate the other TSMs must precede any other question(s) that a provider chooses to include on the same topic. This means that the questions to generate TSMs (TP01 - TP12) may appear together at the start of a survey or separately at the start of relevant sections with related questions. For example, if the survey includes a section with several questions on repairs, the TSM questions on repairs (TP02 - TP03) must appear before any other questions on repairs – either at the start of this specific section or at the start of the survey. Beyond these requirements, there is no prescribed order for the questions.
42. Providers must take reasonable action and care when undertaking or commissioning surveys to ensure that participants are not led toward a particular point of view. In particular, beyond any necessary clarification, providers must avoid introducing any additional wording or preceding questions that are likely to have a significant impact on responses to TSM questions. This principle applies to any introductory wording used to frame the purpose of the survey.
43. Providers must consider the most appropriate length of the survey in order to maximise response rates across the range of households, given the information the provider needs to generate, and to avoid survey fatigue having a significant impact on responses. Providers must advise respondents of the approximate length of completion at the start of the survey.

Relevant tenant population

44. Providers must use the relevant tenant population as set out in Table 7 as the basis for tenant perception measures. This means that all households in the relevant tenant population must be included within the sampling frame to generate a perception measure¹³. For providers that own at least 1,000 dwelling units of relevant social housing stock, this means that:
- Providers that own 1,000 or more Low Cost Rental Accommodation (LCRA) dwelling units must report tenant perception measures for LCRA specifically. For these perception measures, the relevant population comprises all households residing in LCRA owned by the provider.
 - Providers that own 1,000 or more Low Cost Home Ownership (LCHO) units must

¹³ The sampling frame is the population from which a sample is drawn. As explained below (para 72 onwards), the calculated satisfaction scores must be representative of this tenant population.

report tenant perception measures for LCHO specifically. For these perception measures, the relevant population comprises all households residing in LCHO owned by the provider.

- Providers that own 1,000 or more LCRA dwelling units, but fewer than 1,000 LCHO dwelling units, are only required to report tenant perception measures for LCRA (and vice versa).
- Providers that own 1,000 or more LCRA dwelling units and 1,000 or more LCHO dwelling units must report tenant perception measures for LCRA and LCHO separately.

45. Registered providers with fewer than 1,000 dwelling units of LCRA and fewer than 1,000 dwelling units of LCHO can choose to calculate and report perception measures for LCRA (only), LCHO (only), both stock types separately, or both stock types combined. These providers must be able to demonstrate a proportionate and rational approach to determining the basis for reporting perception measures in this respect, following their stock profile. The relevant tenant population must follow the basis such a provider selects to report perception measures. For example, if a provider reports perception measures for LCRA and LCHO combined, the relevant tenant population must comprise all households residing in LCRA and LCHO owned by the provider.

Table 7: Relevant tenant population

Tenant perception measures	Relevant tenant population	Providers required to report tenant perception measures on this basis
Tenant perception measures for LCRA	All households residing in LCRA owned by the provider.	All providers that own 1,000 or more LCRA dwelling units.
Tenant perception measures for LCHO	All households residing in LCHO owned by the provider.	All providers that own 1,000 or more LCHO dwelling units.
Tenant perception measures for LCRA and LCHO combined	All households residing in LCRA and LCHO owned by the provider.	Providers that own fewer than 1,000 dwelling units of LCRA and fewer than 1,000 dwelling units of LCHO can choose to report perception measures for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined.

Units of measurement

46. In order to generate tenant perception measures and assess statistical accuracy, providers must record the number of responses to each survey question and the total responses to the perception survey as a whole. For each question, there must be a maximum of one response recorded per household irrespective of how many legal tenants there are in a household. For the purposes of these requirements, a household refers to the group of people that occupies a single dwelling unit (as it is defined in *Tenant Satisfaction Measures: Technical requirements*¹⁴).
47. Providers must record the number of responses to each question as the total number of surveyed households that have provided one of the following responses: Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied or Very dissatisfied¹⁵. Providers must ensure that the count of responses for a question does not include any households that have either answered 'Not applicable/don't know' or otherwise have not responded to the question.
48. Providers must include partial survey responses within the count of responses – for example, if a household has responded to some but not all questions in the survey, they must be included within the responses for those questions they have responded to.
49. Providers must record the total responses to the tenant perception survey as the total number of surveyed households that have provided one of the following responses – Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied or Very dissatisfied (or the equivalent agreement responses) – to at least one of the tenant perception survey questions.

Survey timings

50. Data used to generate tenant perception TSMs must be collected as part of a single integrated survey exercise which has been designed to meet the requirements in this Direction. This requires that all survey responses used by a provider must be generated using a questionnaire consistent in length and structure¹⁶, an integrated sampling approach (e.g. to avoid double counting of households) and be subject to an overarching assessment of statistical accuracy and representativeness which meets the requirements set out in this Direction.

¹⁴ This means that a single household refers to the occupant(s) of each self-contained unit or each bedspace in non-self-contained housing.

¹⁵ Or equivalently, for TP08, one of the following responses: strongly agree, agree, neither agree nor disagree, disagree, strongly disagree.

¹⁶ Apart from where TP02, TP03 and TP04 have been removed for households residing in LCHO units.

51. The fieldwork undertaken as part of this exercise may happen at a single point in time, through a phased approach, or on a periodic rolling basis (e.g. quarterly or monthly).¹⁷ All valid survey responses collected through this exercise must be included in the calculation of the perception measures¹⁸. Informal survey data which does not meet the requirements set out in this Direction must be excluded from the responses used to calculate the perception measures.
52. Providers that own 1,000 or more dwelling units of relevant social housing stock¹⁹ must carry out tenant perception surveys of the relevant tenant population (as specified in Table 7) at least annually. This means that tenant perception measures for these providers must only be calculated using responses from surveys conducted within the reporting year the TSMs relate to. The reporting year for all providers with 1,000 or more dwelling units of relevant social housing stock is 1 April to 31 March.
53. Providers that own fewer than 1,000 dwelling units of relevant social housing stock (small providers) must carry out perception surveys at least once every two years. This means that tenant perception measures for these providers must only be calculated using responses from surveys conducted within the past two reporting years.
54. Providers with fewer than 1,000 dwelling units of relevant social housing stock are permitted to collect and report annual TSMs according to a reporting year other than 1 April to 31 March. For example, small providers are permitted to use a reporting year for TSMs which aligns with their particular financial reporting year.
55. In calculating the perception measures, providers must use the most recent survey exercise completed that meets the requirements in this Direction.

In-house and outsourced surveys

56. Providers must ensure that they employ a suitable level of expertise to design and apply a survey methodology to generate tenant perception measures in a way that meets the requirements of this Direction. The level of expertise required will be proportionate to the size and complexity of each provider's tenant base and sampling approach chosen. For example, the level of required statistical and market research expertise is significantly greater for a large provider sampling across a diverse tenant base, than the level required for a provider with fewer than 1,000 dwelling units undertaking a relatively simple census across all relevant tenant households.

¹⁷ Providers are permitted to survey tenants who started tenancies after fieldwork used to generate the TSMs has commenced; in particular this may apply when there is phased or rolling approach.

¹⁸ This includes additional survey responses generating via 'over-sampling' to ensure minimum sample sizes for particular groups of tenants. Where the effect of any over-sampling is material, results must be weighted.

¹⁹ That is, 1,000 or more dwelling units of low cost rental accommodation and low cost home ownership dwelling units (combined). For providers in a group, dwelling units must be measured at a registered group level.

57. In meeting the requirements of this Direction, providers can choose to conduct surveys and calculate the perception measures in-house, or through external contractors. Providers must as far as possible ensure that tenant perception measures are collected and reported in a way that adheres to the Market Research Society (MRS) Code of Conduct where its provisions are relevant. Providers must have adequate assurance that any external contractor employed in this capacity adheres to the MRS Code of Conduct. Providers must ensure that calculations used to generate perception measures have been subject to an appropriate level of verification and validation. It is ultimately the responsibility of Boards of private registered providers and governing bodies of local authority registered providers to ensure that the tenant perception TSMs are accurate and built on a survey methodology that meets the requirements set out in this Direction.

Data protection and confidentiality

58. Registered providers must ensure that they and any contractors are compliant with the relevant privacy and data protection legislation when processing personal data. This includes all processing, including during the conduct of the survey itself and in the publication of results.
59. Providers must protect respondent confidentiality in order to protect tenants and give respondents confidence to give honest feedback. This includes ensuring that identifiable individual responses to survey questions are not shared internally or externally beyond those who require the information to produce the TSMs, unless the respondents give explicit consent and this is managed appropriately (or an alternative lawful basis is identified).²⁰
60. Providers with fewer than 1,000 dwelling units of relevant social housing stock must take a proportionate approach to tenant perception measures in order to protect tenant confidentiality. For the smallest of these providers, it may be difficult to protect the anonymity of individual tenants if tenant perception information is published in full. It is permissible for at least some tenant perception measures and supporting analysis be omitted from published information if providers judge this to be a material risk.

Publication of summary of approach

61. Providers must publish a summary of the survey approach used to generate published tenant perception measures. This must be made clearly available alongside each set of tenant perception measures published by the provider. It must include at a minimum:

²⁰ For example, explicit consent may be required if information on tenant characteristics is collected through the tenant perception survey in order to update a provider's general data on each tenant household.

- a. a summary of achieved sample size (number of responses)
 - b. timing of survey
 - c. collection method(s)
 - d. sample method
 - e. summary of the assessment of representativeness of the sample against the relevant tenant population (including reference to the characteristics against which representativeness has been assessed)
 - f. any weighting applied to generate the reported perception measures (including a reference to all characteristics used to weight results)
 - g. the role of any named external contractor(s) in collecting, generating, or validating the reported perception measures
 - h. the number of tenant households within the relevant population that have not been included in the sample frame due to the exceptional circumstances described in the section below on accessibility and barriers to responding with a broad rationale for their removal²¹
 - i. reasons for any failure to meet the required sample size requirements summarised in Table 9
 - j. type and amount of any incentives offered to tenants to encourage survey completion
 - k. any other methodological issues likely to have a material impact on the tenant perception measures reported
62. The summary of approach must be proportionate to the complexity of the sampling methods employed and must include sufficient information to enable reasonable assessment of the validity of the published tenant perception measures. For example, the level of detail required from a relatively large provider applying stratified sampling and weighting of responses is significantly greater than that required from a small provider employing a simple census approach. Alongside this summary, all providers must publish the questionnaire(s) used to generate survey responses. This must include any additional questions and introductory or explanatory wording communicated to tenants alongside the TSM questions.
63. As part of the summary of the assessment of representativeness, all providers that own 1,000 or more dwelling units of relevant social housing stock must set out the following: proportion of the relevant (a) tenant population and (b) total survey responses that share the principal characteristics for which representativeness has been assessed (see

²¹ Providers must ensure this rationale does not breach requirements on confidentiality.

illustration in Table 8). For these providers, a rationale for the choice of characteristics included must be set out with reference to tenant and stock profile. Where weighting has been used to ensure that the sample is as far as possible representative, (b) must reflect the weighted total survey responses used to generate reported TSMs.

64. The summary of approach must state if the provider has undertaken any tenant perception surveys which include TSM questions but has not included these responses in the calculation of the TSMs. A rationale for why this information has been excluded must be provided. The provider must include a summary of responses by survey collection method and the rationale for the survey collection method(s) chosen. Where there are any material year-on-year changes in survey methodology, for example in survey collection method(s), a summary of these changes must be included with the reason for any such changes. Further, any analysis of year-on-year changes in tenant perception measure performance published by the provider must refer to any material changes in survey methodology that are likely to have significantly affected satisfaction scores.

Table 8: Illustration of summary of representativeness²²

Tenant perception measures	Relevant tenant population (% total)	Total survey responses (% total)*
Housing type		
Sheltered housing	30%	30%
General needs housing	70%	70%
Age of respondent		
75+	25%	28%
55-75	25%	26%
...
* If weighting has been used to generate reported TSMs, this must reflect weighted total responses. If such weighting has not been used, this should reflect total responses without any adjustments.		

²² The sample of categories in this table is purely illustrative. As set out in paragraph 75, each provider must reach a balanced judgement as to which characteristics to include in their assessment of representativeness. This analysis is only required for providers with 1,000 or more dwelling units of relevant social housing stock.

Section 4 - Sampling approach

65. This section sets out the approach providers must take to generating a sample of responses used to calculate tenant perception measures. There are two broad approaches to collecting such a sample:
- A census approach – where all households in the relevant tenant population are invited to participate in the survey.
 - A sample approach – where a sample of relevant tenant households are invited to participate in the survey.
66. With either approach, the accuracy of tenant perception measures depends on how many households respond to the survey ('the sample size') and how well these respondents represent the relevant tenant population ('representativeness').

Sample size

67. When undertaking a survey, providers must, as far as possible, generate a sample size for overall satisfaction (TP01) that meets the minimum level of statistical accuracy set out in Table 9.²³ For example, a provider with 10,000 LCRA dwelling units must, as far as possible, achieve a sample where estimated overall satisfaction for LCRA tenants is accurate to a margin of no more than +/-3% at a 95% confidence level. With this level of accuracy, the provider can be 95% sure that – as long as the sample is representative – the estimated level of satisfaction is right (to within 3% above or below) for the whole population.²⁴

Table 9: Required minimum levels of statistical accuracy for overall satisfaction

Population	Required minimum statistical accuracy (margin of error at 95% confidence level)
Fewer than 2,500 dwelling units	+/- 5%*
2,500 – 9,999 dwelling units	+/- 4%
10,000 – 24,999 dwelling units	+/- 3%
25,000 dwelling units or more	+/- 2%
*Where it is not possible to achieve this level of statistical accuracy (for example for many providers with fewer than 1,000 dwelling units of relevant social housing stock), employing a census approach is sufficient to meet this requirement.	

68. Providers must determine the sample size required to achieve the required levels of

²³ As the response rates for different questions will vary (for example based on those who choose not to respond to a particular question) this requirement applies specifically to estimated overall satisfaction.

²⁴ Strictly speaking, this requires a sample to be random and representative.

statistical accuracy, for example using an online calculator or expert statistical input,²⁵ in order to plan survey activity. The sample size required to achieve a given level of statistical accuracy applies to each relevant tenant population for which separate perception measures are required.²⁶ The required sample size depends primarily on the size of this relevant tenant population. Where weighting has been used these requirements relate to the effective sample size. Annex C sets out indicative sample size corresponding to example relevant tenant populations.

69. The sample size refers to the total number of responses to the tenant perception survey.²⁷ It is not the number of surveys issued or contacts attempted but the number of responses received. Since precise response rates are unknown in advance, providers must incorporate an appropriate degree of contingency in their planned survey activity in order that the achieved sample is likely to be at least the size required to meet the minimum level of statistical accuracy set out in Table 9.²⁸
70. Providers that own 1,000 or more dwelling units of relevant social housing stock²⁹ must as far as is possible meet these minimum standards of statistical accuracy – whether they undertake a census or other sampling approach – unless there are exceptional circumstances that mean this is not practically possible using standard survey approaches. Providers may choose to exceed minimum sample sizes, for example to generate robust estimates of satisfaction for particular groups of tenants.
71. Where it is practically difficult to achieve minimum sample sizes using conventional survey collection methods, providers may undertake a census as a means of meeting the requirements of this document in relation to sample size (i.e. inviting all households in the relevant tenant population to participate in a survey). This is irrespective of whether a census approach generates the minimum level of statistical accuracy set out in Table 9. This is likely to apply in particular to small providers with fewer than 1,000 dwelling units.

Representativeness of responses

72. A survey that has met the sample size requirements can still be biased if groups of

²⁵ There are numerous free-to-use online calculators that generate sample sizes from known population sizes using a standard equation as described in Annex C.

²⁶ For example, a provider with 10,000 LCRA units and 2,500 LCHO units is likely to require total responses for overall satisfaction from approximately 965 LCRA and 485 LCHO tenant households respectively in order to meet the minimum level of statistical accuracy.

²⁷ Total responses to the tenant perception survey is defined in this document as the total number of surveyed households that have provided one of the following responses – Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied or Very dissatisfied (or the equivalent agreement responses) – to at least one of the tenant perception survey questions.

²⁸ The estimated satisfaction score - and any weighting requirements - are also unknown at the outset. See Annex C for more information.

²⁹ That is, 1,000 or more dwelling units of low cost rental accommodation and low cost home ownership dwelling units (combined).

tenants who on average have higher satisfaction are over-represented in the sample (or vice versa).

73. Providers must ensure that, as far as possible, survey responses used to calculate perception TSMs are representative of the relevant tenant population.³⁰ Providers can meet this requirement through one of two routes:
- a. **A representative sample:** This means there is no material under – or over – representation of tenant groups (compared to the relevant tenant population) that is likely to affect calculated satisfaction scores. Using this approach, providers must ensure that the achieved sample is representative of the relevant tenant population.
 - b. **Weighting responses:** If the achieved sample is not representative of the tenant population, then providers must appropriately weight the responses to ensure the TSMs reported are representative as far as possible.³¹
74. All providers must assess the extent to which the achieved sample is representative of the relevant tenant population. Specifically, providers must undertake reasonable checks for differences between total survey responses and the relevant tenant population in terms of characteristics associated with different average satisfaction scores. For example, for many providers tenants in sheltered housing or in larger properties typically have higher satisfaction than average – for large providers where this is likely to have a material impact on satisfaction scores, reasonable checks are likely to include assessing how the proportion of survey responses from such households compares to the relevant tenant population (see illustration in Table 10 below).

³⁰ Equivalently, this means that providers must ensure that as far as possible calculated perception measures are unbiased estimates of the satisfaction score for the relevant tenant population.

³¹ Providers with fewer than 1,000 units are not generally required to weight responses (see paragraph 81).

Table 10: Illustration of a check for representativeness of survey responses

	Relevant tenant population (dwelling units, % total)	Total survey responses (% total)	Calculated satisfaction score
Provider 1			
LCRA	25,000 (100%)	2,500 (100%)	75%
Check: Housing type			
Sheltered housing	7,500 (30%)	1,250 (50%) ✗	85%
General needs housing	17,500 (70%)	1,250 (50%) ✗	65%
Provider 2			
LCRA	50,000 (100%)	5,000 (100%)	71%
Check: Housing type			
Sheltered housing	15,000 (30%)	1,500 (30%) ✓	85%
General needs housing	35,000 (70%)	3,500 (70%) ✓	65%
<p>✗ In this example provider 1's sheltered housing (30% of all units) is over-represented in the sample (50% of responses) and general needs housing (70% of units) is under-represented (50% of responses). As there is a large difference in the satisfaction score recorded (85% in sheltered housing, 65% in general needs housing) it is likely to have a material impact on the calculated satisfaction score. Therefore, the sample is <i>not</i> representative and the perception measures will be <i>biased</i> estimates of the satisfaction score for the relevant tenant population. To address this, responses must be appropriately weighted to ensure the calculated perception measures are representative of the relevant tenant population.</p> <p>✓ Provider 2 has surveyed a representative proportion of tenants based on stock type. 30% of tenants live in sheltered housing and 30% of those who responded live in this stock type. Similarly, 70% of tenants live in general needs housing and 70% of those who responded live in this stock type. Provider 2 does not need to weight its responses based on stock type.</p> <p>This illustration focusses on stock type. Providers need to consider what other characteristics should be included in their assessment of representativeness.</p>			

75. Providers must reach a balanced judgement as to which characteristics to include in this assessment of representativeness based on their particular tenant profile, evidence or

rationale for potential different satisfaction scores by characteristic, and available data. Current evidence from providers' analysis of tenant satisfaction suggests that the following characteristics are material for many large providers:

- stock type (e.g. general needs, housing for older people/sheltered housing, other supported housing, temporary social housing)
- age of respondent
- ethnicity
- building type (e.g. high rise/flats)
- property or household size
- geographical area or estate.

76. Providers must ensure they hold requisite information on tenant characteristics to undertake this analysis. This includes ensuring data for the relevant tenant population is sufficiently robust.
77. For most large providers, stock type is likely to be a significant influence on satisfaction scores and is likely to be included within the scope of an assessment that meets this requirement.
78. The scope of the assessment must be proportionate to the size and complexity of each provider's stock, tenant base and sampling approach. Providers with fewer than 1,000 dwelling units of relevant social housing stock (small providers)³² are only required to undertake a high-level assessment of representativeness. For example, by checking their average results against a small number of key characteristics.
79. If this assessment confirms the sample is unrepresentative, and this is likely to have a material impact on satisfaction scores, then providers must appropriately weight the responses to ensure the TSMs reported are representative as far as possible. Weighting needs to be conducted appropriately to meet this objective and may require expert input. Weighting used to calculate perception TSMs must not be undertaken to meet other objectives, for example to attempt to control for potential effects of different collection methodology or to seek to reflect a national tenant profile.

³² That is, providers that own fewer than 1,000 units of low cost rental accommodation and low cost home ownership combined at a registered group level.

80. Weights must be calculated on the basis of total responses to the perception survey and applied consistently across all tenant perception measures.
81. Providers with fewer than 1,000 dwelling units of relevant social housing stock are not required to weight responses, unless it is possible to generate a sample large enough to meet the minimum statistical accuracy set out in Table 9 and there is strong evidence of a significant bias in estimated scores.
82. Providers are permitted to sample a larger proportion of tenants in any particular group, either due to a known issue of low response rates or to gain more detailed statistically valid information. Providers that choose to 'over-sample' particular groups must assess the impact on the representativeness of the sample, and if required weight calculated TSMs results to ensure that they are representative of the overall relevant tenant population as far as possible.
83. In order to calculate representativeness and minimum sample size, providers must use a relevant tenant population based on the number of tenant households at a particular point in time. For example, temporary social housing might account for 10% of a provider's LCRA stock (at 31 March) but due to high turnover it could account for the majority of households residing in LCRA stock over the course of a year (1 April – 31 March). In this case, analysis of representativeness and minimum sample size must assume that temporary social housing (and the characteristics of resident households) accounts for 10% of the relevant tenant population.³³
84. Providers must have an appropriate approach to retaining survey data, details of the survey approach, and calculations used to generate perception measures for a reasonable period of time³⁴. At a minimum, this must include sufficient data and information to permit replication of the last two iterations of calculated tenant perception measures and assess their validity. For each iteration, this must include the number of responses per response option for each tenant survey question (including filter questions), details of the assessment of representativeness, any weighting applied, as well as the number of responses by survey collection method and the average overall satisfaction score (TP01) for each method.

Survey collection method

85. Providers must use an appropriate survey collection method or methods considering

³³ Within the general principle outlined in this paragraph, providers should take a proportionate approach to technical issues such as factoring in vacant dwelling units (e.g. in general it is permissible to use total stock owned as a proxy for the size of the relevant tenant population), determining the precise approach to the point in time tenant characteristics are measured, or applying particular characteristics to households (e.g. where they may be a mix of characteristics within a particular household).

³⁴ With respect to retaining any personal data, providers must ensure that they and any contractors are compliant with the relevant privacy and data protection legislation.

factors such as likely response rate, cost, addressing barriers to participation, tenant profile, and the representativeness of responses. As long the requirements of this Direction (and other applicable requirements) are met, providers can use any standard collection method including face-to-face, telephone, postal, or email/online delivery and may use more than one collection method.

86. Providers must be able to demonstrate a rationale for the survey collection methods chosen with reference to the size and characteristics of their relevant tenant population. In particular, survey collection methods where staff or contractors ask tenants the questions and report their response (e.g. face-to-face, telephone) can generate higher satisfaction scores than other methods. They may however be important to address barriers to participation, meet minimum sample size requirements, enable richer information to be generated, and for many small providers may be more cost-effective than setting up postal or online surveys.

Sampling method

87. Providers must use a sampling method consistent with the requirement of this document, in particular that survey responses used to generate perception measures are representative of the tenant population as a whole. The following are examples of common sampling methods that are generally consistent with this requirement: computer-generated random sampling, systematic sampling, stratified sampling, or a census approach. In contrast, cluster sampling carries significant risks of generating a non-representative sample and must only be used where the provider has a strong practical rationale for adopting this method and can demonstrate that the risk is fully understood and addressed. Common sampling methods are described in Annex B.

Accessibility and barriers to responding

88. Providers must take reasonable steps to assess, identify and remove barriers to certain groups of tenants participating in surveys used to generate the TSMs. In particular, this is in respect to tenants who share one or more protected characteristics under the Equality Act 2010, and in respect of duties of that Act. Barriers may include, but are not limited to, language barriers, visual impairment, literacy or lack of access to digital media.³⁵ Where necessary to overcome barriers to participation, it is permissible for surveys to be completed by a carer, another household member on behalf of a tenant or through an interpreter.
89. Under exceptional circumstances, providers are permitted to remove some tenant households from the sample frame where there are significant capacity issues or health

³⁵ A form of the specified question wording must be used in all surveys that generate the TSMs. Where required to overcome specific barriers this question wording may be represented in braille, translated into another language (verbally or in writing) or supplemented with emojis.

and safety risks that cannot be reasonably surmounted. Such capacity issues are those that are likely to prevent a meaningful response to the vast majority of the TSM questions set out in Table 6. Tenant households must not be removed where available methods to reduce barriers (e.g. face-to-face interviews or translations) could feasibly allow them to participate in the survey.

90. In exceptional cases where a material number of tenants have been removed from the sample frame, providers must take an appropriate approach to seek the views of these tenants on relevant topics covered by tenant perception measures. This may include using 'easy read' versions of the TSM questions suitable for these tenants.³⁶ Providers must communicate a summary of results from these approaches in a manner they consider appropriate to support effective scrutiny by tenants of their landlord's performance.
91. Providers can choose to incentivise tenants to encourage survey completion (e.g. by including all survey participants in a prize draw). When considering the use of incentives, providers must consider the potential impacts on the representativeness of responses.

³⁶ Any data derived from surveys that use different versions of the TSM question wording must not be included in the calculation of perception TSMs.

Annex A – Summary of requirements for small providers

92. For the purposes of this Direction, small providers are those which own fewer than 1,000 dwelling units of relevant social housing stock.³⁷
93. All requirements set out in this Direction apply to small providers unless stated. This section summarises the provisions set out in Part B of this Direction that specifically apply to small providers. These recognise the practical barriers for small providers in conducting surveys to the same statistical accuracy and detail as larger providers, and the likelihood that many small providers will need to employ a census survey approach to meet the requirements of this Direction.

Survey frequency

94. Small providers must carry out perception surveys at least once every two years. This reduced frequency recognises the greater relative costs and capacity constraints for small providers in conducting a census of all households and/or achieving relatively high response rates consistent with minimum levels of statistical accuracy. Small providers are permitted to collect and report annual TSMs according to a reporting year other than 1 April to 31 March.

Relevant tenant population

95. Small providers must take a proportionate approach to defining the relevant tenant population depending on their stock profile. Small providers can choose to report tenant perception measures for households in LCRA, LCHO stock, or both stock types combined.

Sampling approach

96. Small providers must, as far as possible, generate an estimate for overall satisfaction accurate to a margin of no more than +/-5% at a 95% confidence level. While this is a wider margin than for many large providers, it may still be practically difficult to achieve for many small providers. In this instance, small providers can choose to undertake a census. A small provider that undertakes a census will be considered to have met the requirement for statistical accuracy, irrespective of the number of responses they achieve.
97. All providers must assess the extent to which the achieved sample is representative of the relevant tenant population. However, the scope of this assessment must be

³⁷ That is, providers that own fewer than 1,000 units of low cost rental accommodation and low cost home ownership combined. For providers in a group, units are measured at a registered group level.

proportionate to the size and diversity of each provider's tenant base and sampling approach. Small providers are only required to undertake a high-level assessment of representativeness of the achieved sample against the relevant tenant population, for example against a small number of key characteristics. They are not required to weight responses unless it is possible to generate a sample size large enough to meet the minimum statistical accuracy set out in Table 9 (a margin of +/-5% at a 95% confidence level) and there is strong evidence of a significant bias in estimated scores. In their published summary of approach, small providers are not required to include detail of the representativeness of the sample compared to the relevant tenant population (as illustrated in Table 8).

Confidentiality

98. Small providers must take a proportionate approach to tenant perception measures in order to protect tenant confidentiality. For the smallest of these providers, it may be hard to protect the anonymity of individual tenants if tenant perception information is published in full. It is permissible for at least some tenant perception measures to be omitted from published information if small providers judge this to be a material risk.

Annex B – Description of common sampling methods

Computer-generated random sampling

99. A list of all the relevant tenant population is produced and the required number of households to be surveyed are randomly selected, for example using a computer-generated random sampling.

Systematic sampling

100. A list of all the relevant tenant population is produced and every n^{th} household is selected for sampling. For example, a provider with 10,000 units decides to sample 2,000 properties.³⁸ For a required sample of 2,000 of 10,000 households, every fifth ($10,000 / 2,000$) household is selected for surveying.

Stratified sampling

101. The relevant tenant population is divided into separate groups called strata based on characteristics of interest and then a proportionate sample is drawn from each group using random or systematic sampling. Strata may include, for example, stock types (general needs and supported housing), geography (schemes, local authorities) or tenant characteristics. For a provider with 10,000 units, of which 8,000 (80%) are general needs and 2,000 (20%) are supported housing, using stratified sampling to generate a proportionate sample of 2,000 responses across stock types would mean as far as possible generating a sample of 1,600 responses from general needs households ($2,000 \times 80\%$) and 400 in supported housing ($2,000 \times 20\%$).

Cluster sampling

102. The relevant tenant population is divided into separate groups, called clusters, such as by street or postcode areas. A random sample of clusters is selected from the population, capturing a sufficient number of households to satisfy sample size requirements. There may be practical benefits for some survey methods (e.g. face-to-face), but this method relies on chosen clusters being sufficiently representative of the population as a whole.

Census approach

103. An entire population of relevant tenant households is invited to participate in the perception survey, although typically not all invited to participate will respond. This is commonly used by small providers where it may be challenging to achieve a minimum

³⁸ A provider with 10,000 units would need 965 responses to achieve minimum levels of statistical accuracy. Sampling 2,000 properties means they expect a response rate greater than 48%.

sample size associated with standard levels of statistical accuracy

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Annex C – Illustrative sample sizes

104. Providers must determine the sample size required to achieve the required levels of statistical accuracy. The table below provides an illustration of achieved sample sizes required to ensure statistical accuracy based on example population sizes, in order to give providers a sense of scale for what achieved sample sizes will be required. There are numerous free-to-use online calculators that can generate sample sizes from known population sizes using a standard formula consistent with the table below.³⁹
105. Indicative sample sizes in this table are consistent with an estimated satisfaction score of 50%. While a higher or lower satisfaction score would reduce the number of responses required, there is a risk that assumptions over average satisfaction before a survey has been conducted are inaccurate, especially as providers transition to the methodology set out in this document to generate satisfaction scores. Using an assumed 50% satisfaction score allows for a degree of contingency in planning survey activity.
106. The indicative sample sizes in the next table assume no weighting of survey responses. Weighting will reduce the achieved sample size (a lower “effective sample size”) and may therefore require a higher number of responses. Estimation of the effective sample size may require expert input.

³⁹ For the avoidance of doubt, the standard equation for calculating the sample size (n) referred to in these requirements is as follows: $n = \left(\frac{z^2 \times P(1-P)}{\epsilon^2} \right) / \left(1 + \frac{z^2 \times P(1-P)}{\epsilon^2 \times N} \right)$ where z is the Z-score related to the confidence level (1.96 for 95%), P is the estimated satisfaction score, N is the relevant number of units held by the provider and ϵ is the margin of error for the population size shown in the table. This equation assumes there is no weighting.

Annex table: Indicative sample sizes consistent with meeting minimum levels of statistical accuracy for example population sizes

Population (dwelling units/households)	Margin of error at 95% confidence level	Indicative achieved sample size
100	+/- 5%	80
250	+/- 5%	152
500	+/- 5%	218
750	+/- 5%	255
1,000	+/- 5%	278
1,500	+/- 5%	306
2,000	+/- 5%	323
2,500	+/- 4%	485
3,000	+/- 4%	501
4,000	+/- 4%	522
5,000	+/- 4%	536
7,500	+/- 4%	556
10,000	+/- 3%	965
15,000	+/- 3%	997
20,000	+/- 3%	1,014
25,000	+/- 2%	2,191
50,000	+/- 2%	2,291
75,000	+/- 2%	2,327
100,000	+/- 2%	2,345



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