Regulator of Social Housing

Data quality and methodology

Tenant Satisfaction Measures

Official Statistics

05 November 2026

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Introduction

This report describes the quality assurance arrangements for the registered provider (RP) Tenant Satisfaction Measures statistics, providing more detail on the regulatory and operational context for data collections which feed these statistics and the safeguards that aim to maximise data quality.

Background

The statistics we publish are based on data collected directly from local authority registered provider (LARPs) and from private registered providers (PRPs) through the Tenant Satisfaction Measures (TSM) return. We use the data collected through these returns extensively as a source of administrative data. The United Kingdom Statistics Authority (UKSA) encourages public bodies to use administrative data for statistical purposes and, as such, we publish these data.

Official statistics status

In February 2018, the UKSA published the Code of Practice for Statistics. This was updated in October 2025. This sets standards for organisations producing and publishing statistics, ensuring quality, trustworthiness and value.

These statistics are drawn from our TSM data collection and are being reported as official statistics for the first time in 2026.

Official statistics are statistics produced by Crown bodies and other organisations listed within an Official Statistics Order, on behalf of the UK government or devolved administrations. They provide a factual basis for assessment and decisions on economic, social and environmental issues at all levels of society. This broad definition of official statistics means that the scope of official statistics can be adapted over time to suit changing circumstances.

Prior to 2026 these statistics were reported as official statistics in development.

We will continue to review these statistics and consider areas for improvement to guidance, validations, data processing and analysis. We will also seek user feedback with a view to improving these statistics to meet user needs and to explore issues of data quality and consistency.

User feedback

We are keen to increase the understanding of the data, including the accuracy and reliability, and the value to users. Please email feedback, including suggestions for improvements or queries as to the source data or processing to enquiries@rsh.gov.uk.

Publication schedule

We intend to publish these statistics in Autumn each year, with the data pre-announced in the release calendar.

All data and additional information (including a list of individuals (if any) with 24 hour pre-release access) are published on our statistics pages.

Quality assurance of administrative data

The data used in the production of these statistics are classed as administrative data. In 2015 the UKSA published a regulatory standard for the quality assurance of administrative data. As part of our compliance to the Code of Practice, and in the context of other statistics published by the UK Government and its agencies, we have determined that the statistics drawn from the TSMs are likely to be categorised as low-quality risk – medium public interest (with a requirement for basic/enhanced assurance).

The publication of these statistics can be considered as medium public interest, as there has been mainstream media interest, but they have only moderate economic and/or political sensitivity. Concerns over data quality are in general considered low given the data checks by providers and ourselves and subsequent reviews conducted on the submitted data and analytical processes. We have provided more information on data checks and the outcomes of our assessment for individual landlords below.

Notwithstanding this, we aim for the highest standards of data quality possible within the constraints of available resources and the existing regulatory and operational context. Through ongoing internal analysis, we seek to understand the strengths and limitations of the data, the overall quality of the data and to identify potential means by which it may be improved.

Regulatory context

The regulatory framework for social housing in England underpins the collection of TSM data. For more information about the Regulator of Social Housing (RSH) and the regulatory framework please see our website.

Regulatory standards

We collect TSMs data in order to support our operational approach to regulating the consumer standards set out in the regulatory framework for social housing in England.

Landlords are required to collect, publish and report TSMs. The required outcomes and specific expectations relating to performance information are set out in the Transparency, Influence and Accountability Standard from 1 April 2024. This

includes requirements relating to the generation and calculation of individual TSMs that landlords must follow[1].

Landlords that own 1,000 or more social housing units are also required to submit their TSM results and further contextual information to us.[2]

The individual submissions from landlords depend on their holdings of low cost rental accommodation (LCRA) and low cost home ownership accommodation (LCHO)[3]. In general, landlords are required to submit responses for the tenant perception and complaints TSMs for a stock type where they own 1,000 or more units. This is explained further in the TSM requirements documents. All landlords owning 1,000 or more units must report the management information TSMs on building safety and anti-social behaviour based on all LCRA and all LCHO stock combined.

A very small number of landlords own fewer than 1,000 units of low cost rental accommodation and fewer than 1,000 units of low cost home ownership accommodation, whilst in total owning 1,000 or more units of social housing. These landlords are permitted to submit combined LCRA and LCHO results covering tenant perception and complaints. In 2025 two landlords have submitted in this way. Given the small number of submissions analysis of these two combined submissions would lack robustness. We have not included these landlords in our analysis alongside the breakdown of LCRA and LCHO for the tenant perception and complaint TSM areas.

The regulatory framework and data quality

In Regulating the Standards, we set out the operational approach to regulation and emphasise the importance of providers supplying timely and accurate data.

Governance of data and statistics at RSH

The team responsible for the publication of these statistics is also involved in the TSM data collection and the cleansing of incoming data, and supports the review of data by regulatory engagement colleagues.

All incoming data are stored and analysed within password-protected government secure networks and access to the sector level analysis work undertaken on the data is restricted until after publication (RP level data is accessed by our staff as part of

[1] An updated Transparency, Influence and Accountability in force from 1 October 2026, with a TSM Direction containing the requirements for landlords. Except for the addition of an electrical safety checks TSM, there are no changes to the TSMs themselves or the technical and tenant survey requirements and so this will not change what landlords need to do to meet them.

[2] Results for those landlords who crossed the 1,000 unit of social housing threshold (in either direction) during the reporting year have not been included in these results or analysis. A more detailed explanation of why data for landlords with fewer than 1,000 units are not included in these data available here: https://www.gov.uk/government/publications/tenant-satisfaction-measures-small-landlord-data-submission-pilot

[3] Low cost rental accommodation and low cost home ownership accommodation are both defined in the Housing and Regeneration Act (2008).

operational work). Further information on the data quality assurance processes we employ is provided below.

TSM Review

We are reviewing the TSM submissions of all large landlords. As part of that review, we identify landlords which appear to be outliers based upon the TSM data they have supplied. Where this is the case, we may ask them for extra information, either

- because we have concerns about the quality of their TSM data, or
- because the landlord has been identified as being potentially at a higher risk of failing to deliver the outcomes of our standards.

Where a landlord's TSM data suggests they may be at a higher risk of failing to deliver the outcomes of our standards, we will engage with the landlord. We will decide on the most appropriate course of action on a case-by-case basis, but it may be for example that we decide to carry out responsive engagement and/ or carry out an inspection.

We have published an early indication of findings from the TSM Review in our analysis. Where the TSM Review has identified areas of data quality we have reflected this in the data published in this document, either by removing the landlord's results from the publication (see below) or adding information on this in the published data.

We tailor the TSM Review each year in line with our intelligence about likely risks, including intelligence gathered in previous years.

TSM Collection

All providers registered with us and who own 1,000 or more units of social housing, are expected to complete the TSM return. These returns provide us with the data required for the risk-based, data-driven approach to regulation.

History

The Tenant Satisfaction Measures (TSMs) were developed following the 2020 Social Housing White Paper. Consultation on the measures took place between December 2021 and March 2022. The measures were finalised in September 2022 with the publication of the standard, TSM Technical Requirements and TSM Tenant Survey Requirements. The latter two documents have, as of 1 October 2026 become part of the TSM Requirements: Direction to registered providers. These requirements allow for a robust and broadly comparable set of information, with relevant information for comparison such as survey collection method required to be included in landlord publications.

A provisional set of TSM submission guidance notes were shared with the sector in advance of the finalisation of the return. Feedback from landlords was used to finalise the return and guidance notes.

The first collection of the TSM return occurred in 2024 and collected information on RP's TSMs. This included the approach to collecting the tenant perception measures, the tenant perception measure results and management information measures, including those on building safety, complaints, repairs and decency. Given this is a relatively new data source, aspects that would often be part of a technical report are included through the headline publication to aid understanding of the results.

Collection change in 2025/26

Following a review of the 2025 submissions we made some changes to the structure and information requested in the 2026 submission. These changes include:

- Restructuring the questions on stock ownership and tenant population to improve clarity.
- Restructuring the section on repairs completions, cancellations and work in progress.
- Adding a check for landlords against their published information on target repairs timescales.
- Merging two options into one on who has completed tenant interviews.

Systems

The return is collected via a web-based system called NROSH+. We control the requirements for data input processes, storage, verification, sign-off and extraction of submitted data and produce the statistical releases. Data are either imported or entered directly into the NROSH+ system by RPs.

Communication with data suppliers

We work closely with RPs to ensure there is a common understanding of the data collection requirements throughout the data collection process. Guidance materials are also promoted to users and published on NROSH+.

Quality assurance processes

We do not have oversight of the systems and data quality assurance processes employed by RPs before submitting data to the TSMs. However, we do provide clear guidance and documentation on NROSH+ and subject incoming returns to a series of checks to identify potential quality issues before each data return is signed off.

The final data files that support the statistical releases are only created once all outstanding queries which could materially impact the quality of the published data are resolved. Any returns not meeting our quality standards are excluded from the final datasets.

Details on landlords who have not submitted data or whose data did not meet our quality standards will be published alongside the underlying data for the years this is required.

In 2025/26 the following providers' data has been excluded:

- **Gosport Borough Council (24UF), Northumberland County Council (00EM) and Royal Borough of Kensington and Chelsea's (00AW)** management information measure RP01 has been removed as sufficient data quality assurance could not be obtained in time for publication.

- **Eastlight Community Homes (L4499) and Bury Metropolitan Borough Council's (00BM)** management information measure RP02 and associated repairs contextual information has been removed as sufficient data quality assurance could not be obtained in time for publication.

- **Rugby Borough Council (44UD)** perception measure TP03 has not been included as the question was not part of the landlord's survey.

We will use the information above in our ongoing engagement with these landlords.

Submission checks

TSM data submitted to us are subject to both automated validation checks and manual inspection.

Automated validations are programmed into the NROSH+ system and check data at the point of submission for correct formatting, consistency and logical possibility (within expected limits). For example, ensuring numbers of units are consistent across different parts of the return. Automated validations are either 'hard' or 'soft'.

> **Hard validations** – RPs cannot submit without the issue being resolved (for example, if the number of surveys completed is higher than the number of tenants reported by the landlord).
>
> **Soft validations** – RPs can submit but are required to check their information, and if correct to submit a supporting document (for example, when a value appears to be outside of a normally expected range, such as higher than expected maximum timescale for repairs).

Manual inspections are systematically undertaken on all data submitted. Returns are checked for basic consistency and likely errors, for example where information on emergency appears likely to be based on days rather than hours.

Where we identify a potential anomaly with the submitted data, a query is raised with the submitting RP.

Submission checks changes in 2025/26

Where appropriate, we review and amend our approach to submission checks between collection years. In 2025/26 we have been able to further extend the

validations used, reducing the need for manual inspections or issues to be identified through the TSM Review. Further validations for this year have included looking at contextual repairs information provided by landlords. This has allowed us to consider and respond where landlords may not have been consistent in their annual reporting in this area.

Submission checks and sign-off

It should be noted that the process of signing off data is distinct from our ongoing regulatory work, including the TSM Review outlined above. The sign-off of data confirms that we have investigated areas of potential data error, as highlighted in the validation and checking work, and accepted that the provider has submitted data they believe to be accurate. However, during the course of our regulatory activity, these data will be reviewed alongside other evidence and we may subsequently challenge TSM data with providers. As such, the sign-off and publishing of these data does not constitute our agreement that the provider has met our standards.

Misreporting

There are no known numerical measures of misreporting of data by RPs. However, one source of possible incomparability is inconsistent interpretation of guidance with providers not applying this consistently across the sector. This issue is most likely to arise where there are technical or legal definitions that are complex or, to some degree, ambiguous.

Corrections

Where errors in the submitted data are discovered within a survey year, either through regulatory activity or through provider contact, we allow providers to resubmit data through the NROSH+ portal. Returns can be amended until mid-March the year following their launch.

Statistical release methodology

The data presented in the TSM statistics are drawn from the TSM data.

Accounting for missing data

Most questions in the TSM return are mandatory, and all RPs required to make a TSM return submission are expected to submit the return.

Quality assurance of the published statistics

These data, report and other materials are quality assured by analysts within our statistics production team. This process ensures the figures are consistent across the release, and match the raw data submitted through the TSM, each check being signed off and recorded by the responsible statistician when it has been completed.

We have included data supplied by landlords on overall satisfaction broken down by individual collection methods. This is useful information to compare landlords using the same collection method. Some landlords use multiple methods, occasionally undertaking a small number of surveys through an individual method. This can often be to ensure accessibility or representativeness or to meet a required sample size. We recognise that there are issues with comparability when small numbers of surveys have been used and have therefore removed cases of overall satisfaction broken down by survey collection method that are based on fewer than 50 surveys. This does not affect the overall satisfaction result calculated for each landlord or our calculation of satisfaction by collection method in the publication.

Revisions

Revisions policy

Under the revisions policy errors identified in the underlying TSM data will be investigated, and revised data gathered. Some corrections may be only minor changes to these data, with little or no impact on the published statistics. These changes will be published at the next scheduled release with no specific announcement.

However, if we become aware of substantial errors in submitted data, statistical process or other methodology and where a major revision to published data is required a non-scheduled revision of the statistical release will be published. This will include full details of the revisions, clearly marked data amendments and summary tables showing the overall impact of the changes.

We seek to ensure transparency in processes to maximise user confidence in the quality of our statistical releases.

Revisions to 2023/24 and 2024/25 publications

Minor revisions have been made to the TSM publication for 2023/24. This is to ensure a consistent approach is applied to analysis where a landlord has reported a zero denominator.[4] No change has been made to the underlying data.

Whilst changes to the sector level results were not material, the 2023/24 Headline Publication has been updated to allow for consistent year on year comparisons to be made. As a consequence of this change, we have also updated a small number of references to 2023/24 results in the 2024/25 publication.

We have denoted figures that have changed with the symbol [R].

[4] Mathematically, this leads to an undefined result.

Have your say on our statistics in 2026/27

We want to hear your views on how the format and range of documents in this statistical release meet your needs. Please email feedback, including suggestions for improvements to enquiries@rsh.gov.uk or click below to quickly rate how this document meets your needs.



All needs met



Some needs met



No needs met

Our statistical practice is regulated by the Office for Statistics Regulation (OSR). OSR sets the standards of trustworthiness, quality and value in the Code of Practice for Statistics that all producers of official statistics should adhere to. You are welcome to contact us directly with any comments about how we meet these standards. Alternatively, you can contact OSR by emailing regulation@statistics.gov.uk or via the OSR website.



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The Regulator of Social Housing regulates for a viable, efficient, and well governed social housing sector able to deliver quality homes and services for current and future tenants.