Regulator of Social Housing

Tenant Satisfaction Measures 2023/24

Headline report

November 2024



Contents

Executive summary 2

1. Introduction 6

2. Tenant perception surveys and data quality 9

Survey collection method 9

Approach to calculating tenant perception measures 11

Data quality - meeting TSM requirements 12

3. Overall satisfaction: low cost rental accommodation 15

Overview 15

Supported housing 16

Region 16

Landlord size 17

Landlord type 18

4. Overall satisfaction: low cost home ownership 19

5. TSM results by theme 20

Repairs and maintenance 20

Complaints and engagement TSMs 23

Respectful and helpful engagement 25

Building safety TSMs 26

Neighbourhood and anti-social behaviour TSMs 28

6. Annex: Summary tables 31

Executive summary

This report sets out analysis of 2023/24 Tenant Satisfaction Measures (TSM) results for large registered landlords with 1,000 or more homes. This is the first year that all registered landlords have been required to generate and publish TSMs. TSMs are intended to be a tool to allow tenants to scrutinise their landlord's performance, give insights to landlords on where they might look to improve their services, and provide a source of intelligence to the regulator on how far landlords are meeting the outcomes of the new consumer standards.

Nearly half a million tenant perception surveys were completed by landlords in order to generate TSMs. This represents a rich and important source of feedback from tenants to their landlords.

Most tenants are satisfied with landlord services. Seven in ten tenants in low cost rental accommodation (LCRA) surveyed are satisfied with the overall service from their landlord. Similarly, looking at the average (median) landlord, tenants in LCRA report the highest levels of satisfaction with overall repairs services (72%), that their home is safe (77%), and that their landlord treats them with fairness and respect (77%). Overall, landlords have engaged positively with the survey exercise and made a significant effort to engage with a wide range of their tenants.

The TSMs also provide landlords with valuable information as to how services might be improved. Almost one in five tenants surveyed (19%) are dissatisfied with the overall service from their landlord. The views of many of these tenants are likely to be reflected in the low average (landlord median) satisfaction with landlord complaint handling (35%). This is a key area we anticipate landlords will reflect on when considering improvements to landlord services. Comparatively low overall satisfaction 49% average (median) landlord for low cost home ownership (LCHO) reflect some opportunities to improve services and satisfaction for shared owners. They are likely to also reflect fundamental differences in the role of the landlord for these residents. For example, shared owners are responsible for repairs and maintenance on the interior of their home.

Average overall satisfaction (TP01) varies across several factors, including region, landlord size and amount of supported housing. However, evidence from our own National Tenant Survey suggests that the quality of landlord services is likely to be the primary factor in explaining variation in tenant satisfaction and other factors are generally a secondary influence.

There is substantial consistency in the survey collection methods used by landlords. While landlords typically use more than one collection method in order to reach a range of tenants, the majority (65%) used telephone surveys as their main collection method. Evidence submitted by landlords suggests that the survey collection method has a material impact on

average satisfaction score. It is therefore important to understand the predominant survey collection method when assessing each landlord's satisfaction scores – this is especially for landlords whose approach diverges from that commonly used by other landlords. The predominant survey collection method used by each landlord is set out clearly in the landlord TSM data published by the regulator.

TSMs generated from management information supplement those drawn from surveys and show, for example, that across the sector as a whole:

- Most landlords report full compliance on each building safety measure, putting the landlord median for each at or near 100%. The vast majority of homes owned by large landlords, as at 31 March 2024, had required gas (99.3%), fire (97.9%), asbestos (94.4%), water (92.2%) and lifts safety checks (93.8%) completed.
- 77% of the 10.6 million non-emergency responsive repairs completed during 2023/24 were completed within target timescales.
- 73% of over 250,000 stage one complaints made during 2023/24 were responded to within the Housing Ombudsman's Complaint Handling Code timescales.

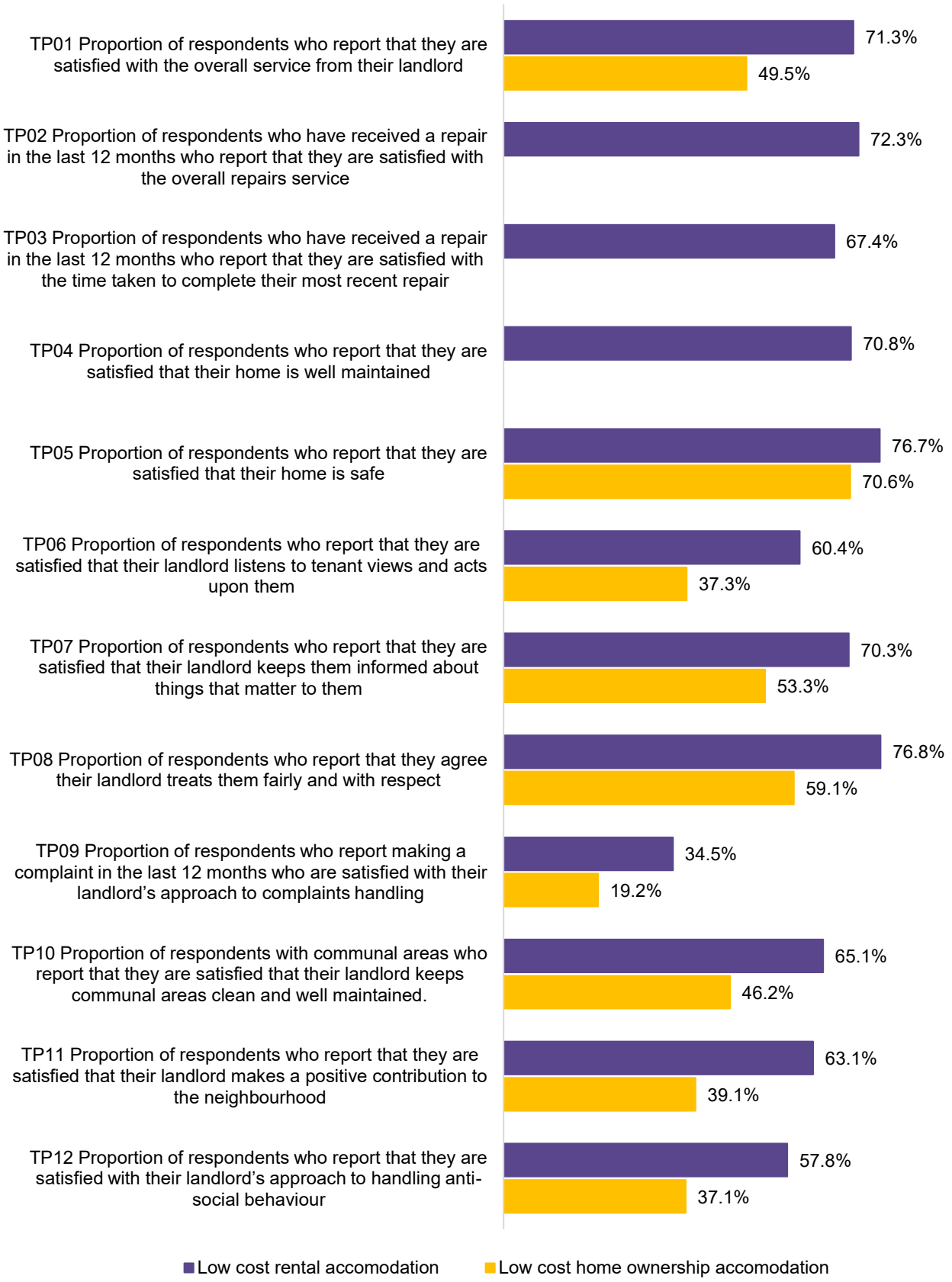
The median landlord TSM results are summarised below. With both management information and tenant perception measures, there is significant variation in TSMs reported by individual landlords.

The regulator will engage proportionately with landlords where the TSMs indicate a higher risk of them failing to deliver the outcomes of our standards. This includes material gaps in building safety checks, and where we consider they may not have met the TSM requirements. The TSMs are one source of regulatory intelligence, and no regulatory judgement is based solely on TSM results.

TSMs are intended to be interpreted in the round – alongside other relevant information - to inform a view of landlord performance. Caution is required in making reasonable landlord comparisons based on certain TSMs in isolation. The published landlord data is set alongside key contextual information discussed in this report, including survey collection method(s) and the profile of each landlord.

Generating the TSMs, using them to gain insight, and reflecting this in regulation is a process of transition for both landlords and regulator. We expect landlords to use TSMs to understand their relative performance. Landlords have known their own results since the middle of 2024 and should already be acting on the feedback they have received from tenants. Where not all TSM requirements have been met for 2023/24, we expect landlords to be transparent and to address any issues for future rounds of data collection. Our regulatory approach and insight on TSMs will develop further as we discuss TSMs with individual landlords as part of our regulatory engagement.

Figure 1: Average (median landlord) perception Tenant Satisfaction Measure results



LCHO shared owners are not asked TP02, TP03 and TP04 due to differing responsibilities for repairs and maintenance.

Table 1: Average (median landlord) management information Tenant Satisfaction Measure results[1]

Tenant satisfaction measure	Median landlord	
BS01 Proportion of homes for which all required gas safety checks have been carried out *(%)*	99.9	
BS02 Proportion of homes for which all required fire risk assessments have been carried out *(%)*	100.0	
BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out *(%)*	100.0	
BS04 Proportion of homes for which all required legionella risk assessments have been carried out *(%)*	100.0	
BS05 Proportion of homes for which all required communal passenger lift safety checks have been carried out *(%)*	100.0	
RP01 Proportion of homes that do not meet the Decent Homes Standard [*LCRA only] (%)*	0.5	
RP02 Proportion of non-emergency responsive repairs completed within the landlord's target timescale *[LCRA only] (%)*	81.7 R	
RP02 Proportion of emergency responsive repairs completed within the landlord's target timescale *[LCRA only] (%)*	95.4 R	
NM01 Number of anti-social behaviour cases opened *(per 1,000 homes)*	35.5	
NM01 Number of anti-social behaviour cases that involve hate incidents opened *(per 1,000 homes)*	0.6	
	LCRA	**LCHO**
CH01 Number of stage one complaints received *(per 1,000 homes)*	42.5	35.2
CH01 Number of stage two complaints received *(per 1,000 homes)*	5.7	9.0
CH02 Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales *(%)*	82.2	73.2
CH02 Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales *(%)*	83.3	78.6

[1] In 2024/25 minor revisions were made to the TSM report and data for 2023/24 following updated data from three landlords and to ensure consistency in calculation – for more information see the 2024/25 Data Quality and Methodology Report.

In 2025/26 further minor revisions have been made to this report to ensure the consistent reporting of RP01 and RP02. For more information see the 2025/26 Data Quality and Methodology Report.

We have denoted all figures that have changed since the initial publication in November 2024 with the symbol R.

1. Introduction

1.1 The Transparency, Influence and Accountability Standard requires all registered landlords to generate and report TSMs as specified by the regulator[2]. TSMs are intended to be a valuable tool to allow tenants to scrutinise their landlord's performance, giving insights to landlords on where they might look to improve their services, and provide a source of intelligence to the regulator on whether landlords are meeting new consumer standards.

1.2 TSMs are part of an enhanced consumer regulation regime described in the Social Housing White Paper (2020). TSM requirements were confirmed in September 2022 – following a substantial consultation process – and landlords were required to collect their first set of TSM data from April 2023. All registered landlords must publish 2023/24 TSMs and supporting information following the standard and these requirements. Large landlords which own 1,000 or more homes are required to submit a TSM data return and supporting information to the regulator. This publication sets out analysis of the first set of TSM information submitted for 2023/24 by large landlords.

1.3 The TSMs include 12 tenant perception measures that must be generated from tenant perception surveys, and 10 TSMs that must be generated from management information. TSMs are intended to be interpreted in the round – alongside relevant contextual information – to inform a view of landlord performance on particular themes. TSM requirements include the calculation of all TSMs, and specifically how landlords are required to conduct tenant perception surveys.

1.4 To support understanding and analysis of the TSMs, the regulator commissioned our own National Tenant Survey (NTS)[3]. The results of this are being published alongside this report. This survey provides greater insight into how particular TSMs drawn from tenant surveys can be interpreted, how different TSMs are correlated, and how contextual factors influence average satisfaction scores. Relevant findings from the NTS are reflected in this report.

1.5 Generating the TSMs and using them to gain insight is a process of transition for both landlords and regulator. We expect that using the first set of TSMs in regulation will deepen our understanding of what drives TSM results, and how they can be most effectively reflected in our regulation. Informed by this, we will consider any necessary refinements to TSM requirements and data returns in due course.

[2] https://www.gov.uk/government/collections/transparency-influence-and-accountability-including-tenant-satisfaction-measures

[3] https://www.gov.uk/government/collections/national-tenant-survey

1.6 We will not use the TSMs as a regulatory tool in isolation. TSMs will be one source of information, amongst a range of sources, that we will use to gather assurance about a landlord delivering the outcomes of the standards. The TSM results themselves give us some insight about whether landlords are delivering the outcomes of the standards. For example, the TSMs on building safety (**BS01-BS05**) and the Decent Homes Standard (**RP01**) relate to expectations within the Safety and Quality Standard.[4] The service outcomes relating to complaint timeliness (**CH02**) and repairs timeliness (**RP02** and **TP03**) deepen our intelligence on how landlords are meeting our specific expectations within the relevant standards. Other TSM results provide context that we will use alongside other intelligence when considering how well the landlord delivers the outcomes of our standards. We expect landlords to use performance information, including TSMs, to understand how effectively they are delivering landlord services.

1.7 We do not use the TSMs on their own to look at how well a landlord delivers the outcomes of our standards. The regulator will engage proportionately with landlords where the TSMs indicate a higher risk of them failing to deliver the outcomes of our standards. This includes where we consider they may not have met the TSM requirements.

1.8 Alongside this report we have published the dataset with TSM results for each large landlord. It is important to take appropriate care in interpreting TSMs. Individual TSM results in isolation do not necessarily imply better or worse landlord performance and need to be interpreted in the round. This report sets out our analysis of TSM results, including key aspects of landlord operating context or methodological issues that may influence scores. These contextual factors – including survey collection method(s) and landlord profile – are set out alongside the published TSM data for each landlord.

1.9 For all TSMs, the headline measure set out in this report is the landlord median score. This is the value for the landlord in the middle of the distribution for each TSM and is unaffected by extreme values. This report also sets out lower and upper quartiles to summarise the range of landlord scores. For some TSMs, in addition to the median, we set out the total or mean across the sector for additional context.

1.10 The analysis in this report is based on 360 submissions from large landlords covering TSM results for the period between April 2023 to March 2024.[5] It covers low cost rental accommodation (LCRA) and low cost home ownership (LCHO) in England, with tenant perception and complaints TSMs calculated for LCRA or LCHO specifically depending on the stock owned by each landlord. In total, 302 large landlords submitted results for tenant perception and complaints TSMs based on LCRA stock solely. A further 54 landlords produced separate TSMs for LCRA and LCHO stock. Two landlords reported

[4] https://www.gov.uk/government/publications/safety-and-quality-standard.

[5] Information about a small number of landlord removals are covered in the Data Quality and Methodology note.

these TSMs for LCHO only and another two reported combined LCRA and LCHO results[6].

[6] Landlords reporting combined LCRA and LCHO results are reported in the accompanying dataset and the sector averages, but not the separate LCRA and LCHO median landlords results presented in this report.

2. Tenant perception surveys and data quality

2.1 Landlords completed over 480,000 surveys in total to generate tenant perception measures. Almost 455,000 of these were completed with low cost rental accommodation tenants and just under 28,000 with shared owners[7]. This means that around one in ten households of social housing owned by registered landlords has fed into this set of TSMs[8].

2.2 TSM requirements on tenant perception surveys are strict in some areas, such as the wording of the questions landlords must use. In other areas, there is a degree of flexibility for landlords to meet requirements in a way that fits with wider objectives and different operating models. Where flexibility is permitted, there are clear requirements for landlords being transparent in their approach - this includes publishing a summary of the survey approach used to generate the tenant perception measures.

2.3 In order to compare tenant perception measures across landlords, this section summarises both the effect of permitted differences in methodology on scores and the extent to which TSM requirements have been followed in generating perception measures.

Figure 2: Tenant perception surveys – overview of LCRA surveys[9]



Survey collection method

2.4 Landlords have flexibility within TSM requirements to determine which survey collection methods to use, for example whether the tenant survey used to generate TSMs is conducted by telephone, face-to-face, or online. Landlords are required to use an

[7] By 'shared owners' we mean all residents of low cost home ownership accommodation.

[8] Registered provider social housing in England – stock and rents (2024).

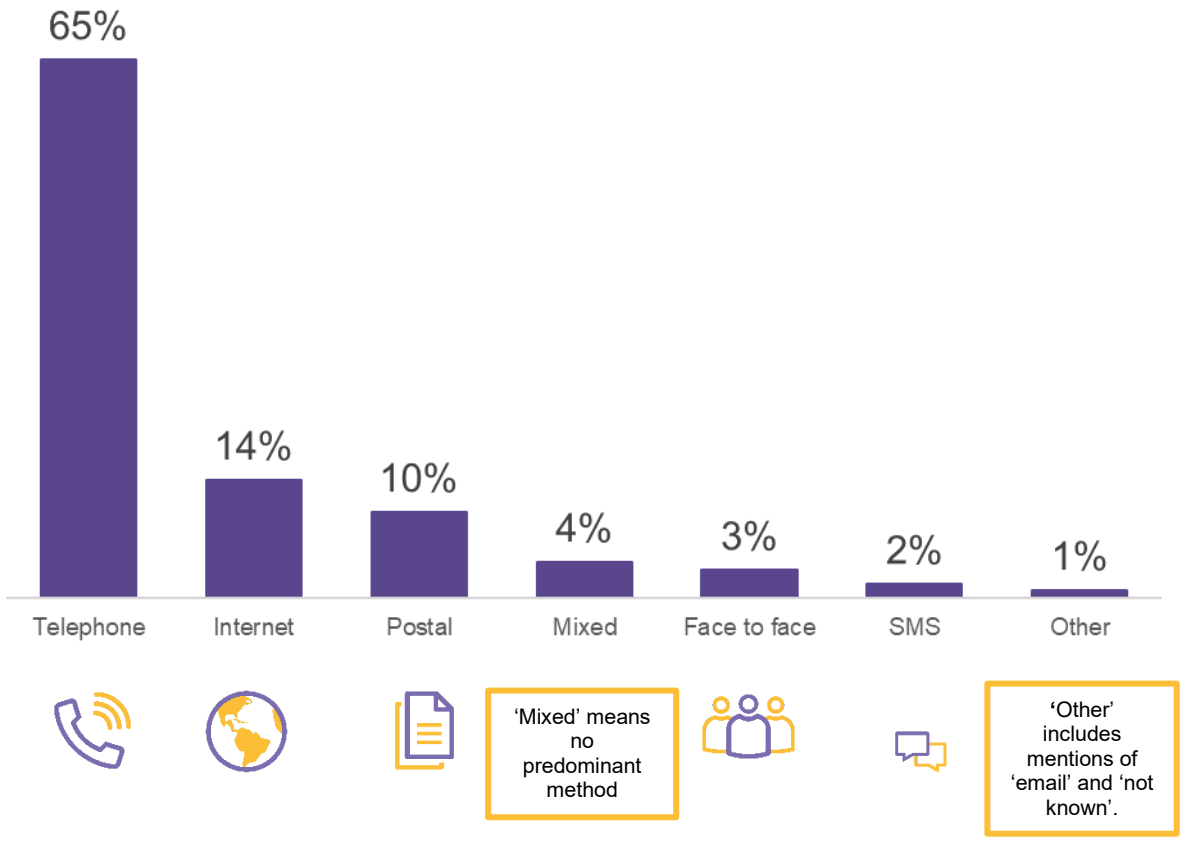
[9] In LCHO all but 116 surveys were completed by shared owners living in private registered provider accommodation. For LCRA the split of LA and PRP surveys broadly matches the sector level breakdown, where PRP homes account for 63% of total stock.

appropriate survey collection method or methods considering factors such as likely response rate, cost, addressing barriers to participation, tenant profile, and the representativeness of responses. Landlords must also be able to demonstrate a rationale for the survey collection methods chosen with reference to the size and characteristics of their relevant tenant population.

2.5 There is a degree of consistency over survey collection approach for most landlords. The majority of TSM surveys (62%) in 2023/24 were collected by telephone, and 65% of landlords used telephone surveys as their principal survey collection method. Most landlords have used more than one survey collection method to collect TSMs. This is likely to reflect a goal of reaching different groups of tenants. It is reasonable to compare landlords where they have used a similar mix of methods, and for wider comparisons across the data set to take place once survey collection method has been factored in.

2.6 There are only small numbers of landlords that used internet, postal or face-to-face as their principal survey collection method.

Figure 3: Predominant survey collection method[10]



2.7 Landlords have reported overall satisfaction scores for each collection method used to the regulator. This evidence suggests a significant impact of survey collection method on the satisfaction score, including in collection methods where staff and contractors

[10] Predominant means more than 50% of a landlords surveys were collected by this method.

ask tenants the questions and report their response. For example, while telephone surveys had an average satisfaction of 70%, average scores for internet surveys (58%) were significantly lower and for face-to-face surveys significantly higher (75%). The regulator considers that the predominant survey collection method is fundamental context to assessing each landlord's satisfaction scores – this is especially the case for landlords using a predominant survey collection method that diverges from that commonly used by other landlords. The landlord dataset published alongside this report clarifies which survey collection methods have been used by each landlord, their predominant survey collection method and the satisfaction scores of each method for comparability.

Table 2: Average TP01 overall satisfaction by collection method, all submissions

Survey collection method	Total number of surveys collected	Overall sector level satisfaction (TP01)[11]
Postal	50,622	77.2%
Face to face	28,395	74.7%
Telephone	299,190	69.8%
SMS	10,756	63.1%
Internet	90,618	58.3%

Approach to calculating tenant perception measures

2.8 Landlords must ensure that, as far as possible, survey responses used to calculate perception TSMs are representative of the relevant tenant population. This can be achieved through either generating a representative sample, or weighting responses. A quarter of submissions (24%) have used weighting to ensure the survey data is representative of their tenants. Landlords must include a summary of their assessment of representativeness in their published summary of survey approach. Unrepresentative data can impact the accuracy of the results; as such the regulator will continue to scrutinise evidence of the representativeness of each landlord's TSMs to ensure landlords are calculating TSMs in line with the requirements.

2.9 Landlords must, as far as possible, generate a sample size that meets minimum levels of statistical accuracy set out in TSM requirements. The vast majority of landlords report that they have met these minimum sample sizes to generate TSMs. For context, sample

[11] Sector level weighted by the number of responses.

size achieved is set out alongside each landlord's tenant perception measures in the published data.

2.10 Most landlords (86%) have used an external contractor in the collection or analysis of the survey. While landlords are ultimately responsible for ensuring that tenant perception measures have been generated in line with TSM requirements, specialist third party contractors can be helpful in bringing expertise to ensure TSMs reflect statistical and market research good practice.

Figure 4: Approach to tenant perception survey (all submissions)



Data quality - meeting TSM requirements

2.11 The regulator has reviewed all TSM data returns and supporting documentation to check for any material or obvious areas where landlords may not have met requirements in generating or reporting TSMs. As well as checking landlords' published TSMs, this review focused in particular on each landlord's approach to tenant perception surveys.

2.12 From this review, we have assurance that the vast majority of large landlords have generated the full range of TSMs and in general have met TSM requirements on the generation and calculation of satisfaction scores. However, the review also identified some common issues (see below). Many of these relate to the transparency of the TSM results published by landlords, rather than the calculation of the TSMs submitted to the regulator.

2.13 Adopting TSMs requires a transition for many landlords, and we anticipate that some landlords may not be fully in line with all TSM requirements in the first year. Where this is the case, we expect landlords to be transparent and to put right any issues for future data collection rounds. It is ultimately the responsibility of boards of private registered landlords and governing bodies of local authority landlords to ensure that TSMs are accurate and built on a survey methodology that meets the requirements.

2.14 Where divergence from the TSM requirements is identified, the regulator will be proportionate in its approach and engage with landlords in due course. Where the regulator is aware of fundamental issues of divergence from TSM requirements for individual landlords – and this is likely to have a material impact on the reported TSM data – this is indicated in the landlord dataset. Further information is included in the data quality and methodology report. We may also reflect this in our published regulatory judgements.

Review of TSM data returns and supporting information: common issues relevant to tenant perception measures

- At the time of initial review, many landlords had not published the **questionnaire or summary of survey approach alongside** their TSMs. This is an important TSM requirement that provides transparency as to how published perception measures have been generated. In most cases these documents had been submitted to the regulator and, following engagement, the vast majority of affected landlords have already addressed this gap in published information.

- Landlords are required to publish an **assessment of representativeness** of survey responses in their summary of survey approach. For some landlords, this summary did not contain enough information to clearly demonstrate that the sample was representative of their tenant population. This is an issue that the regulator will proportionately follow-up with identified landlords.

- There is a lack of **transparency over the survey collection method** in the summary of approaches published by some landlords. While the landlord-level data published by the regulator sets out survey collection method, it is important that landlords also set this out clearly alongside their own published results. All landlords are required to set out their survey collection method along with a rationale for the method(s) chosen – this is particularly important where landlords have used a predominant survey collection method that diverges from that commonly used by other landlords.

- A small number of landlords did not meet the minimum **survey sample size** set out in TSM requirements. Landlords are required to meet these sample sizes *as far as possible* – it may be challenging for landlords with fewer than 2,500 dwelling units to meet the sample size, and in these cases, it is permitted to use a census as a means of meeting requirements. Information on the sample size used to generate TSMs is included in the landlord dataset as context.

- For a small number of landlords, **questionnaire wording materially diverged** from TSM requirements or the wording of supplementary information given to tenants could have led tenants to a particular response. Consistency with the required questionnaire wording is important and where there is more minor divergence, unlikely to impact materially on TSM results, the regulator will engage directly with identified landlords in due course.

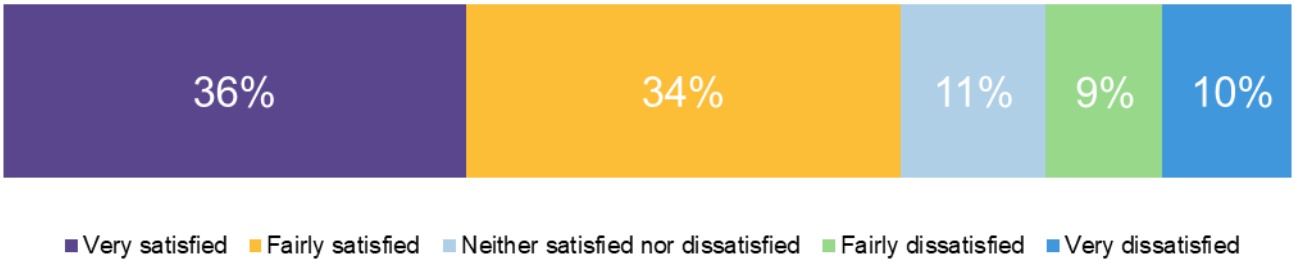
3. Overall satisfaction: low cost rental accommodation

Overview

3.1 Overall satisfaction (**TP01**) is the headline tenant perception measure in landlords' tenant perception surveys. This measure asks tenants their overall level of satisfaction with the service provided by their landlord, taking everything into account. Overall satisfaction is a well-established performance measure that is used in similar satisfaction surveys across a range of sectors. It is also very similar to the equivalent question used in the English Housing Survey.

3.2 Taking into account all of the tenant survey responses received from all large landlords across the sector, 70% of tenants were either 'very satisfied' or 'fairly satisfied' with the overall service provided by their landlord. Nearly one in five (19%) tenants report that they are dissatisfied with the overall service.

Figure 5: Breakdown of LCRA overall satisfaction (TP01), sector level



3.3 This sector level result is in line with the median overall satisfaction score reported by landlords (71%).

Figure 6: LCRA TP01 Overall satisfaction (lower quartile, landlord median, and upper quartile)



3.4 There is substantial variation of overall satisfaction (**TP01**) reported by landlords, from 64% at the lower quartile to 78% at the upper quartile. Average overall satisfaction varies significantly by landlord type, size and geography. This is consistent with the pattern seen in the National Tenant Survey, which found that tenant age, region, and landlord size had statistically significant impacts on average satisfaction scores after controlling for other factors. However, it is important to note that, while statistically

significant, these factors only explain a small proportion of the variation in satisfaction, with landlord service performance likely to have the most significant influence.

Supported housing

3.5 Landlords with a high proportion of supported housing homes, by definition including housing for older people, typically report higher overall satisfaction. Supported housing specialists (landlords where more than 30% of LCRA stock is supported housing) report median overall satisfaction of 77.5%. This higher satisfaction is likely to be driven predominantly by the higher proportion of older people living in supported housing. The National Tenant Survey found that tenant age was the primary tenant characteristic with an impact on average satisfaction and that older tenants are typically significantly more satisfied than other age groups. Higher average satisfaction may also reflect additional services typically provided by landlords for supported housing tenants.

Figure 7: Average overall satisfaction (TP01) by proportion of supported housing owned[12]

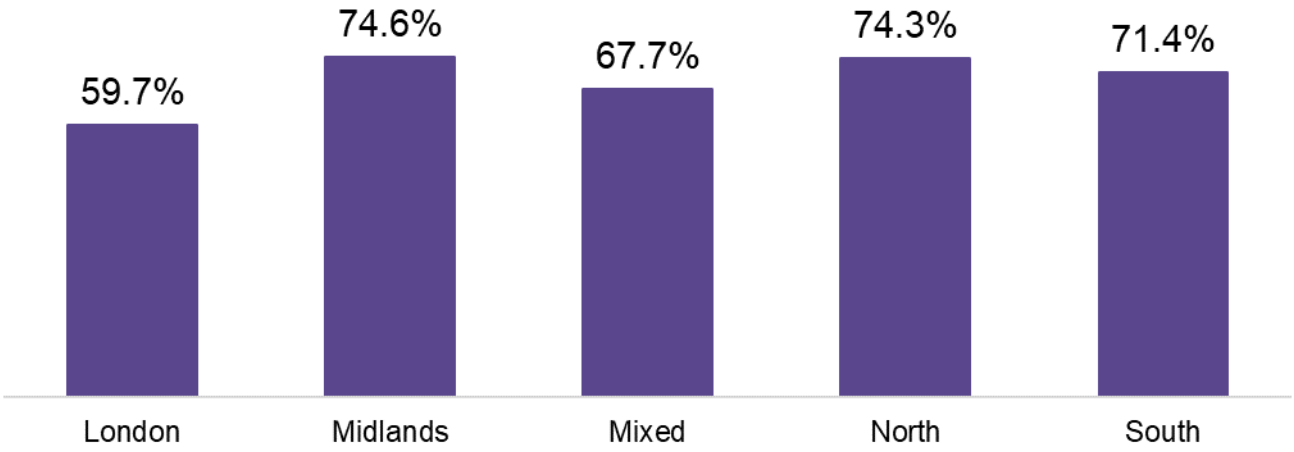


Region

3.6 Average overall satisfaction (**TP01**) varies by region. Landlords with the majority of their homes located in London report significantly lower median overall satisfaction (59.7%). In contrast, landlords operating predominantly in the Midlands and the North (74.6% and 74.3%) report higher median levels of satisfaction. The average satisfaction score for landlords with 'mixed' profile (less than 50% in any one region), is likely to at least partly reflect the larger size of some of these landlords. These findings are consistent with the National Tenant Survey, which found that average tenant satisfaction was significantly lower in London even after controlling for other factors.

[12] Median overall satisfaction (**TP01**) for LCRA stock, for landlords with supported housing making up more/less than 30% of LCRA units owned (SDR/LADR, 2024).

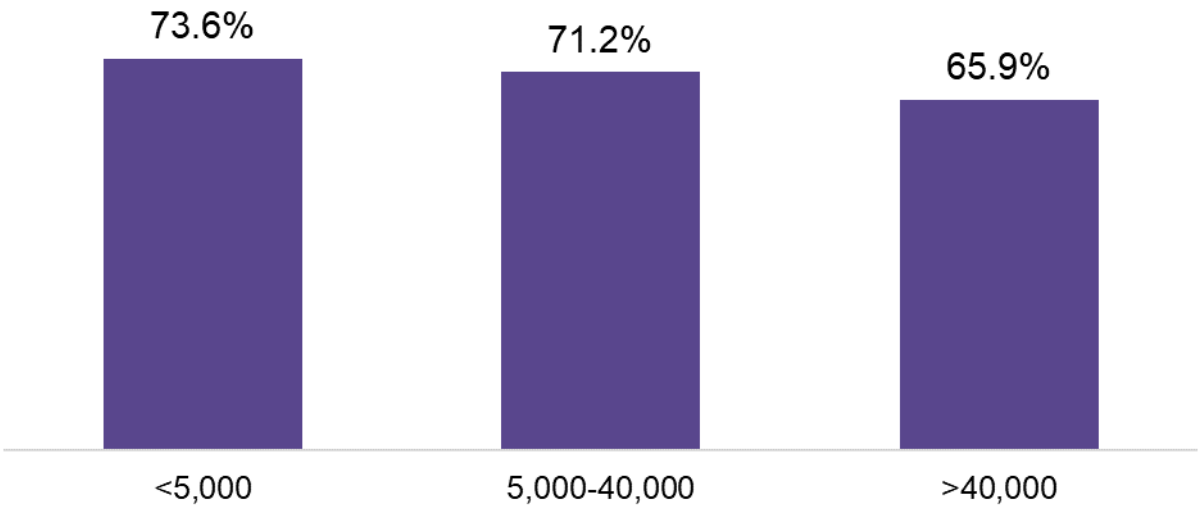
Figure 8: Overall satisfaction by predominant region of operation[13]



Landlord size

3.7 Smaller landlords report higher average overall satisfaction (**TP01**) than larger landlords. Landlords that own fewer than 5,000 homes report median satisfaction (73.6%), considerably higher than landlords with 40,000 or more units (65.9%). This is consistent with the National Tenant Survey which found that larger landlords had lower average satisfaction scores after controlling for other factors.

Figure 9: Average overall satisfaction (TP01) by landlord size[14]



[13] Median overall satisfaction (**TP01**) for LCRA stock, by predominant region of operation for landlords. Predominant region of operation is based on the region in which 50% of total stock owned (LCRA and LCHO units) by the landlord is located (SDR/LADR 2024). 'Mixed' indicates that there is no region where 50% or more of a landlord's total stock is owned.

[14] Median overall satisfaction (**TP01**) for LCRA stock, by landlords size bands based on total stock owned (LCRA and LCHO, SDR/LADR 2024).

Landlord type

3.8 There is no strong evidence for a significant difference between the average overall satisfaction (**TP01**) for local authority registered landlords and private registered landlords. The average overall satisfaction score for tenants of local authorities is 68.2%, compared to 73.2% for tenants of private registered providers. However, comparing overall satisfaction scores for telephone surveys only, which account for the majority of surveys for both landlord types, the difference is narrower (69.1% and 70.1% respectively). The National Tenant Survey found that, controlling systematically for other contextual factors, that there was no significant difference between these two landlord types.

4. Overall satisfaction: low cost home ownership

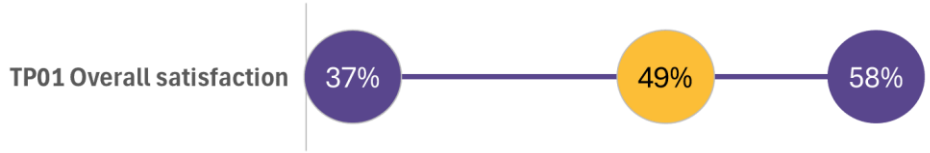
4.1 Tenant perception measures are calculated and reported separately for LCHO (shared ownership). This is because landlords' responsibilities are fundamentally different for shared owners (e.g. more limited repairs obligation) meaning that satisfaction scores are likely to be fundamentally different from LCRA tenants. Landlords with 1,000 or more LCHO units must carry out a perception survey with a representative sample of shared owners. Shared owners have completed just under 28,000 survey responses to generate tenant perception measures for LCHO (6% of all survey responses used to generate TSMs). The vast majority of LCHO units are owned by private registered landlords - only one local authority landlord was required to collect separate LCHO tenant perception measures.

4.2 Overall satisfaction (**TP01**) of shared owners (LCHO residents) with their landlord is significantly lower than it is for LCRA tenants. Taking into account all of the tenant survey responses collected from shared owners, 47% of these were either 'very satisfied' or 'fairly satisfied' with the overall service provided by their landlord. In contrast, nearly a third (32%) of shared owners were dissatisfied with the overall landlord service. All tenant perception questions are asked of shared owners, with the exception of those around responsive repairs and maintenance. Shared owners have lower satisfaction with landlords across the perception measures.

4.3 Many shared owners in the National Tenant Survey highlighted the importance of services landlords are responsible for delivering, such as repairs and maintenance to their building or communal areas, in terms of shaping their satisfaction. It found that many shared owners cite value for money of rent and service charges as a primary reason for dissatisfaction. The National Tenant Survey results also suggests that this lower satisfaction score at least partly reflects the fundamentally different nature of the shared ownership model, and the more limited repairs service offered to shared owners. There is a wide range of reported performance under **TP01** for landlords reporting LCHO, from 37% at the lower quartile to 58% at the upper quartile.

4.4 Given the smaller number of landlords providing LCHO results and smaller sample sizes, it is not robust to break LCHO results into sub-sector comparisons.

Figure 10: LCHO TP01 Overall satisfaction (lower quartile, landlord median, and upper quartile)



5. TSM results by theme

Repairs and maintenance

5.1 Five TSMs reflect landlords' repairs and maintenance performance:

Repairs and maintenance TSMs	
TP02 - Satisfaction with repairs **TP03** - Satisfaction with time taken to complete most recent repair **TP04** - Satisfaction that the home is well maintained	**RP01** - Homes that do not meet the Decent Homes Standard **RP02** - Repairs completed within target timescale

5.2 Repairs and maintenance are a fundamental part of landlord services, and responsive repairs in particular are the main interaction between many tenants and their landlord. There were over 14.3 million responsive repairs completed by landlords during 2023/24 – 10.6 million of these were defined as non-emergency repairs, while 3.7 million were emergency repairs (**RP02**). Most LCRA tenants (67%) reported having at least one repair carried out on their home during the last 12 months (**TP02**).

5.3 Landlords are required to set target timescales for the end-to-end completion time for both emergency and non-emergency responsive repairs, and use these to calculate **RP02**. Across the sector, the vast majority of responsive repairs were recorded as being completed within these target timescales (77% of non-emergency, and 89% of emergency repairs at sector level). There may be particular reasons why it is not possible for landlords to complete all repairs within target timescales, for example the availability of specific parts. There is considerable variation in reported landlord performance against **RP02**. At the lower quartile, 72% [R] of non-emergency responsive repairs were completed within target timescales compared to 90% at the upper quartile.

Figure 11: Responsive repairs completed on time (sector level)



77% **non-emergency repairs** completed on time



89% **emergency repairs** completed on time

5.4 It is important to consider performance in light of target timelines used to generate **RP02**, which landlords should report as well as their TSMs. Comparisons between landlords need to be mindful of the timescales used. An overly long maximum timescale could drive a high **RP02**, whilst tenants may be dissatisfied with the time taken to complete the last repair (**TP03**). As part of the data return, each landlord was asked to report the maximum timescale that applied to general emergency and non-emergency repairs. Across landlords, the median maximum timescale was 24 hours for emergency repairs and 28 days for non-emergency repairs. Landlords are permitted to set more than one target timescale corresponding to different types of non-emergency or emergency responsive repairs (e.g. 'urgent' and other non-emergency repairs). Nearly three quarters (74%) of landlords reported having more than one non-emergency repair timescale and 29% reported more than one emergency timescale. A degree of caution is required in interpreting the maximum timescale reported for each landlord where there is more than one timescale used.

5.5 Maintenance is broader than responsive repairs and includes planned and cyclical works which may be necessary in order to ensure that properties are maintained up to the Decent Homes Standard. In their TSM results (**RP01**), landlords reported that 3.0% of LCRA homes did not meet the Decent Homes Standard (DHS) at 31 March 2024. This sector mean is driven by a minority of landlords reporting substantial levels of non-decent stock. The number of non-decent units identified at year end can depend on the coverage and frequency of stock condition surveys, and the remediation of identified non-decent units through the year. More information on landlord DHS compliance is set out in other statistics published by the regulator (Private Registered Providers - Social Housing Stock in England) and MHCLG (Local Authority Housing Statistics).

Table 3: Repairs and maintenance management information measures

Measure	Lower quartile	Landlord Median	Upper quartile
RP01- Homes that do not meet the Decent Homes Standard [*LCRA only] (%)*	0.0%	0.5%	3.4%
RP02 Repairs completed within timescale (non-emergency) *[LCRA only] (%)*	71.9% R	81.7% R	89.6%R
RP02 Repairs completed within timescale (emergency) *[LCRA only] (%)*	88.3% R	95.4% R	98.7%
Background information			
Non-emergency responsive repairs (working days) maximum target timescale	20	28	43
Emergency responsive repairs (hours) maximum target timescale	24	24	24

5.6 The National Tenant Survey results show that satisfaction with repairs and maintenance is a primary driver of overall satisfaction. Most landlords report relatively robust tenant satisfaction with repairs (**TP02**: 72%) and that the home is well-maintained (**TP04**: 71%). Median satisfaction with the timeliness of the most recent repair is somewhat lower (**TP03**: 67%). There is considerable variation between landlords, for example with the lower quartile landlord reporting satisfaction with repairs timeliness of 61% compared to 75% at the upper quartile. These satisfaction scores are intended as a cross-reference to the repairs and maintenance TSMs derived from management information.

Figure 12: LCRA TP02, TP03 and TP04 Repairs and maintenance satisfaction (lower quartile, landlord median, and upper quartile)



Complaints and engagement TSMs

5.7 Six TSMs reflect landlord performance on complaints and engagement:

Complaints and engagement TSMs	
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	**CH01** - Complaints relative to the size of the landlord **CH02** - Complaints responded to within Complaint Handling Code timescales

Complaints

5.8 There were more than 250,000 stage one complaints recorded by landlords during 2023/24 (60 per 1,000 homes). Of these complaints, 73% were responded to within the timelines set out in the Housing Ombudsman's Complaint Handling Code. A smaller number of stage two complaints were recorded during 2023/24 (10 per 1,000 homes) – these are complaints which had not been resolved to the tenant's satisfaction at stage one. Definitions of management information TSMs – including complaints, complaint stages, and response timelines – follow the Housing Ombudsman's Complaint Handling Code.

5.9 There is significant variation in complaints logged by landlords. Stage one complaints per 1,000 units range from 24 per 1,000 units at the lower quartile to 65 per 1,000 units at the upper quartile (**CH01,** LCRA). Moreover the proportion of stage one complaints responded to within Complaint Handling Code timescales ranges from 65% at the lower quartile to 93% at upper quartile landlords (**CH02**, LCRA).

5.10 Complaints TSMs are intended to be interpreted carefully in the round. For example, the total number of complaints (**CH01**) in isolation is not necessarily an indicator of poor landlord performance. Higher complaints may be the result of a more accessible and transparent complaints process, or landlords making different decisions about what is a complaint or a service request. However, understanding the number of complaints is fundamental to getting a rounded picture of each landlord's complaints procedures and

performance. To support this, it is important that landlords ensure they are accurately recording complaints in line with the Complaint Handling Code.

Table 4: Management information on complaints

	Sector level total (all stock types)	Lower quartile (LCRA)	Landlord median (LCRA)	Upper quartile (LCRA)
CH01 Complaints relative to the size of the landlord – stage one (per 1,000 homes)	59.9	24.5[R]	42.5	65.7 [R]
CH01 Complaints relative to the size of the landlord – stage two (per 1,000 homes)	9.5	3.2	5.7	9.9
CH02 Complaints responded to within CHC timescales – stage one (%)	73.2 [R]	64.5[R]	82.2[R]	92.9
CH02 Complaints responded to within CHC timescales – stage two (%)	66.9[R]	64.0	83.3[R]	97.8

5.11 Satisfaction with complaint handling (**TP09**) is the lowest perception score across the TSM suite – the median landlord satisfaction score is 35% (for LCRA). These responses are drawn solely from those tenants who state in the tenant perception survey that they have made a complaint in the last 12 months.

5.12 The proportion of LCRA tenants who report making a complaint in perception survey responses (**TP09** filter: 28% across all submissions) is significantly higher than those identified by landlords (CH01: 60 per 1,000 which translates to 6%). The National Tenant Survey analysis indicates that what some tenants consider as a complaint is likely to have been recorded as a service request by a landlord in line with the Complaint Handling Code. However, perspectives of these tenants provide a valid and useful source of information from those who have been dissatisfied with the service or home provided by their landlord. The lower result compared to other TSMs suggests that landlords need to understand why tenants report dissatisfaction with complaints handling and identify ways to improve landlord services. The National Tenant Survey sets out the range of issues which generates dissatisfaction with complaint handling, which can have a powerful impact on overall tenant satisfaction (**TP01**). Resolving issues identified through TP09 can therefore also improve satisfaction more generally.

5.13 All landlords must ensure they adhere to the Complaint Handling Code, including making it easy for tenants to complain and accurately recording complaints. This is

particularly important for landlords that record a low number of complaints (**CH01**) relative to other landlords.

Figure 13: LCRA TP09 complaints satisfaction (lower quartile, landlord median, and upper quartile)



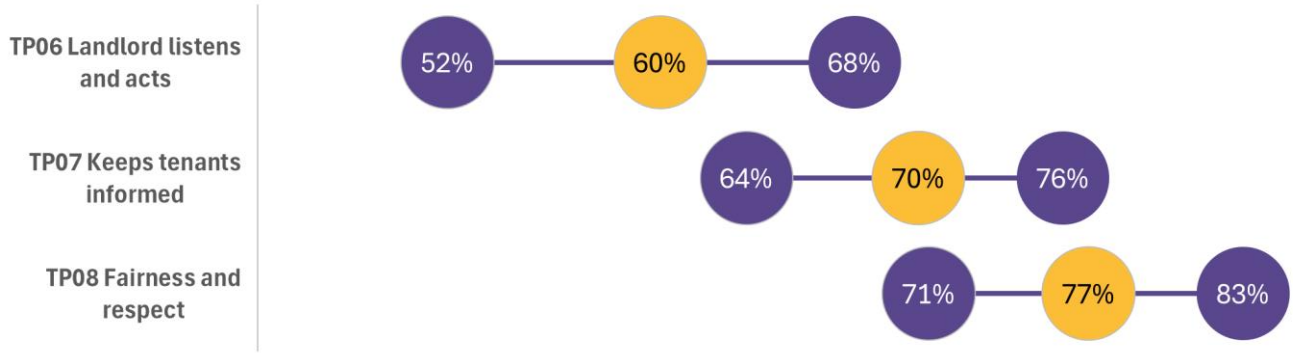
Respectful and helpful engagement

5.14 Satisfaction that the landlord treats tenants with fairness and respect is one of the highest scoring perception TSM results (**TP08**: median landlord score was 77% for LCRA). National Tenant Survey evidence suggests that responses often reflected how tenants felt they were treated by staff when they contacted their landlord.

5.15 The two TSMs focused on satisfaction with engagement (**TP06** and **TP07**) measure tenant views on their experience of the relationship with the landlord. The flow of information between tenants and landlords is necessary to support accountability and scrutiny, and ensure that tenant views influence landlords' strategies, policies and services.

5.16 National Tenant Survey evidence suggests that satisfaction that the landlord keeps tenants informed about things that matter to them (**TP07**) often reflects general formal communications from landlords (e.g. newsletters, formal letters), while satisfaction that the landlord listens to views and acts (**TP06**) often reflects service requests and complaints raised by tenants.

Figure 14: LCRA TP06, TP07 and TP08 respectful and helpful engagement satisfaction (lower quartile, landlord median, and upper quartile)



Building safety TSMs

5.17 Six TSMs reflect landlords' building safety performance:

Building safety TSMs	
TP05 - Satisfaction that the home is safe This is asked of both tenants and shared owners.	**BS01** - Proportion of homes for which all required gas safety checks have been carried out **BS02** - Proportion of homes for which all required fire risk assessments have been carried out. **BS03** - Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out. **BS04** - Proportion of homes for which all required legionella risk assessments have been carried out. **BS05** - Proportion of homes for which all required communal passenger lift safety checks have been carried out.

5.18 Building safety measures drawn from management information (**BS01-BS05**) reflect five key areas of operational safety in the social housing sector. Most landlords report that all homes had required building safety checks under **BS01-BS05** carried out by 31 March 2024. The median result for building safety TSMs is 100%, with gas safety at 99.9%. There may be particular issues that affect individual landlord results – these include access issues, or not being able to obtain evidence from third parties that required building safety checks have been carried out. Given such issues, we recognise that not all landlords will be able to report 100% of required checks by year end.

5.19 A minority of landlords reported material numbers of homes for which all required building safety checks had not been carried out at year end. Sector level results showed a marked difference between performance in gas and fire (**BS01**, **BS02**) where above 95% of checks have been completed, and asbestos, water and lift safety (**BS03**, **BS04** and **BS05**) which are between 92% and 94%. The regulator is in the process of engaging with landlords reporting material numbers of homes where building safety checks reported in the TSMs have not been carried out. This is to understand the

presenting issue and to seek assurance that the landlord has an appropriate approach in place to managing associated risks. While engagement to date with these landlords found that particular issues may affect the magnitude of the TSM results, for almost all these landlords the TSM results indicate significant gaps in safety checks recorded as carried out at year end. We will continue this engagement and take further action where necessary in line with our regulatory approach. Where necessary, we will reflect the conclusions of this engagement in a published regulatory judgement.

5.20 Landlords must determine what statutory obligations with respect to safety checks apply to their homes in order to calculate **BS01-BS05**. These legal requirements can be complex, and landlords should seek external advice if they require additional support. For asbestos and water safety checks in particular, some landlords have taken different approaches to interpreting the number of homes covered by statutory obligations for the purposes of **BS03** and **BS04**. This is an area of the TSM requirements that is addressed in published frequently asked questions, and that the regulator will keep under review.[15]

5.21 The TSM requirements state that TSMs **BS01-BS05** must reflect all specified safety checks that affect dwelling units owned by a landlord, even if the statutory responsibility for carrying out these checks lies with a third party (e.g. building owner or managing agent). Where assurance cannot be gained on a particular home this cannot be reported as meeting the relevant checks for the purposes of the TSMs. The regulator expects landlords to endeavour to resolve any issues around the supply of evidence of relevant safety checks from third parties.

Table 5: Building safety management information

	Lower Quartile	Landlord Median	Upper Quartile	Sector level: % of homes for which all checks have been carried out
BS01 Gas safety checks	99.7%	**99.9%**	100.0%	99.3%
BS02 Fire safety checks	99.8%	**100.0%**	100.0%	97.9%
BS03 Asbestos safety checks	99.3%	**100.0%**	100.0%	94.4%
BS04 Water safety checks	99.8%[R]	**100.0%**	100.0%	92.2%
BS05 Lift safety checks	98.3%[R]	**100.0%**	100.0%	93.8%

[15]https://www.gov.uk/government/publications/tenant-satisfaction-measures-faqs.

5.22 The perception measure **TP05** asks how safe residents feel within their home, with the landlord median score of 77% for LCRA and 71% for LCHO. Behind this there is variation between landlords, with the lower quartile at 70% and upper quartile at 83% for landlords reporting LCRA. There may be several factors driving tenants' perceptions that their home is safe. The National Tenant Survey found that tenant views on safety checks reflected in the TSMs are a clear component of this, although this also reflects views on building security, general repairs and maintenance, and crime and anti-social behaviour from immediate neighbours and the wider area. The regulator's engagement with landlords has highlighted varying quality of landlord communication to tenants on safety which may influence survey results.

Figure 15: LCRA TP05 satisfaction that the home is safe (lower quartile, landlord median, and upper quartile)



5.23 The TSM results only reflect part of the overall picture for building safety within registered landlords. As set out in the Safety and Quality Standard, remedial actions arising from the safety checks must be completed in a timely way to ensure tenant safety. Whilst electrical safety is not currently included in the TSMs that landlords are required to collect, the regulatory expectation that all properties have an in date Electrical Installation Condition Report within the last five years remains.[16] It is essential that landlords ensure that all areas of building safety are managed effectively and seek to achieve compliance in these areas to ensure resident safety.

Neighbourhood and anti-social behaviour TSMs

5.24 Four TSMs reflect landlords' performance on neighbourhood management and anti-social behaviour (ASB):

[16] It is anticipated that any proposal to introduce an electrical safety TSM would be subject to further consultation on the detailed design of the metric following the review of enhanced electrical safety standards in the social rented sector.

Neighbourhood and anti-social behaviour TSMs	
TP10 - Satisfaction that the landlord keeps communal areas clean and well maintained **TP11** - Satisfaction with the landlords' contribution to the neighbourhood **TP12** - Satisfaction with the landlords handling of ASB	**NM01** – Anti Social Behaviour cases per 1,000 properties

5.25 Half of LCRA tenants (50%) completing perception surveys report living in a building with communal areas. Of these tenants, average satisfaction that the landlord keeps these communal areas clean and well maintained is 65% (**TP10** median landlord). The level of satisfaction with communal areas for shared owners is considerably lower at 46% (**TP10** median landlord), and is likely to be one factor driving overall satisfaction for this group.

Figure 16: LCRA TP10, TP11 and TP12 neighbourhood and ASB satisfaction (lower quartile, landlord median, and upper quartile)



5.26 Satisfaction that landlords make a positive contribution to neighbourhoods is on average somewhat lower than other tenant perception measures (63% median landlord score). The National Tenant Survey analysis suggests that this TSM reflects a wide range of issues, including landlord initiatives but also those where many landlords may have limited influence (e.g. the appearance of the local area). Moreover, responses from tenants with local authority landlords may be coloured by perspectives on council services which extend beyond the landlord function. While there may be valuable feedback on neighbourhoods through this TSM, relative scores between landlords need to be interpreted with care. The regulator will keep this TSM under review.

Table 6: Anti-social behaviour management information

Measure	Lower quartile	Landlord median	Upper quartile
NM01 Anti-social behaviour cases relative to the size of the landlord (per 1,000 homes)	20.7	35.5	56.5
NM01 Anti-social behaviour cases relative to the size of the landlord - **hate incidents** (per 1,000 homes)	0.2	0.6	1.2

5.27 The number of anti-social behaviour cases reported by the median landlord was 36 per 1,000 homes (**NM01**). An anti-social behaviour case is a log of activity undertaken by a landlord in response to a report of anti-social behaviour. There is a considerable range of ASB cases reported by landlords – from 21 per 1,000 homes for a lower quartile landlord to 57 per 1,000 homes at the upper quartile.

5.28 The total number of ASB cases in isolation is not intended as an indicator of relative landlord performance. Case numbers are likely to be driven by a number of factors outside landlord control, as well as how effective landlords and agencies are in addressing ASB over time. However, case numbers are a fundamental component of a rounded picture of landlords' performance in this area and a starting point for considering each landlord's approach.

5.29 Satisfaction with the landlord's approach to handling anti-social behaviour (**TP12**) is also typically somewhat lower than other tenant perception measures (58% median landlord score). For some tenants, this is likely to reflect knowledge and experience of their landlord's approach to handling anti-social behaviour. However, the National Tenant Survey evidence suggests that for other tenants satisfaction may be coloured by more general neighbourhood issues. A landlord's role in handling anti-social behaviour in an area may also depend on the density of stock in a particular area. Moreover, responses from local authority tenants may reflect their perspectives on the council's wider role on anti-social behaviour. While tenant feedback through this TSM is likely to be valuable part of understanding landlord performance, relative scores between landlords need to be interpreted with care.

6. Annex: Summary tables

All low cost rental accommodation- perception TSMs

Tenant satisfaction measure	Lower quartile	Landlord median	Upper quartile
TP01 Proportion of respondents who report that they are satisfied with the overall service from their landlord	63.7	**71.3**	78.4
% of tenants reporting a repair (last 12 months)	67.4 (sector total)		
TP02 Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	65.7	**72.3**	78.7
TP03 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	61.1	**67.4**	75.3
TP04 Proportion of respondents who report that they are satisfied that their home is well maintained	64.4	**70.8**	77.6
TP05 Proportion of respondents who report that they are satisfied that their home is safe	70.5	**76.7**	82.5
TP06 Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	52.3	**60.4**	67.9
TP07 Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	63.8	**70.3**	75.9
TP08 Proportion of respondents who report that they agree their landlord treats them fairly and with respect	70.8	**76.8**	82.8
% of tenants having made a complaint (last 12 months)	27.8 (sector total)		
TP09 Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	27.5	34.5	41.1
% of tenants reporting living in a property with a communal area	50.1 (sector total)		
TP10 Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	58.2	**65.1**	71.7
TP11 Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	55.1	**63.1**	70.4
TP12 Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	51.3	**57.8**	64.8

All low cost home ownership – perception TSMs

Tenant satisfaction measure	Lower quartile	Landlord median	Upper quartile
TP01 Proportion of respondents who report that they are satisfied with the overall service from their landlord	36.9	**49.5**	58.0
TP05 Proportion of respondents who report that they are satisfied that their home is safe	59.7	**70.6**	77.1
TP06 Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	27.4	**37.3**	43.6
TP07 Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	47.1	**53.3**	61.4
TP08 Proportion of respondents who report that they agree their landlord treats them fairly and with respect	49.4	**59.1**	66.5
% of tenants having made a complaint (last 12 months)	30.6 (sector total)		
TP09 Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	14.5	**19.2**	24.8
% of tenants reporting living in a property with a communal area	57.2 (sector total)		
TP10 Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	39.6	**46.2**	51.3
TP11 Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	30.6	**39.1**	46.3
TP12 Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	29.2	**37.1**	43.2

All - management information TSMs

Tenant satisfaction measure	Lower quartile		Landlord median		Upper quartile	
BS01 Proportion of homes for which all required gas safety checks have been carried out *(%)*	99.7		**99.9**		100.0	
BS02 Proportion of homes for which all required fire risk assessments have been carried out *(%)*	99.8[R]		**100.0**		100.0	
BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out *(%)*	99.3[R]		**100.0**		100.0	
BS04 Proportion of homes for which all required legionella risk assessments have been carried out *(%)*	99.8[R]		**100.0**		100.0	
BS05 Proportion of homes for which all required communal passenger lift safety checks have been carried out *(%)*	98.3[R]		**100.0**		100.0	
RP01 Proportion of homes that do not meet the Decent Homes Standard [*LCRA only] (%)*	0.02		**0.52** [R]		3.43	
RP02 Proportion of non-emergency responsive repairs completed within the landlord's target timescale *[LCRA only] (%)*	71.9 [R]		**81.7** [R]		89.6[R]	
RP02 Proportion of emergency responsive repairs completed within the landlord's target timescale *[LCRA only] (%)*	88.3 [R]		**95.4** [R]		98.7	
NM01 Number of anti-social behaviour cases opened *(per 1,000 homes)*	20.7		**35.5**		56.5	
NM01 Number of anti-social behaviour cases that involve hate incidents opened *(per 1,000 homes)*	0.2		**0.6**		1.2	
	LCRA	**LCHO**	**LCRA**	**LCHO**	**LCRA**	**LCHO**
CH01 Number of stage one complaints received *(per 1,000 homes)*	24.5	22.3	**42.5**	**35.2**	65.7[R]	52.2
CH01 Number of stage two complaints received *(per 1,000 homes)*	3.2	4.8	**5.7**	**9.0**	9.9	13.7
CH02 Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales *(%)*	64.5[R]	62.5[R]	**82.2**[R]	**73.2**	92.9	87.4
CH02 Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales *(%)*	64.0	63.6	**83.3**[R]	**78.6**	97.8	94.1

Private registered providers – LCRA perception TSMs

Tenant satisfaction measure	Lower quartile	Landlord median	Upper quartile
TP01 Proportion of respondents who report that they are satisfied with the overall service from their landlord	66.9	**73.2**	79.6[R]
% of tenants reporting a repair (last 12 months)	68.1 (sector total)		
TP02 Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	67.7	**73.3**	78.9
TP03 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	61.9	**69.4**	75.8
TP04 Proportion of respondents who report that they are satisfied that their home is well maintained	66.6	**72.7**	78.8[R]
TP05 Proportion of respondents who report that they are satisfied that their home is safe	73.3	**79.0**	84.6
TP06 Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	56.2	**63.3**	69.9
TP07 Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	66.2	**72.8**	79.1
TP08 Proportion of respondents who report that they agree their landlord treats them fairly and with respect	74.1	**79.4**	84.7
% of tenants having made a complaint (last 12 months)	28.4 (sector total)		
TP09 Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	31.9	**37.0**	43.4
% of tenants reporting living in a property with a communal area	52.1 (sector total)		
TP10 Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	60.4	**66.8**	72.3
TP11 Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	57.1	**64.7**	73.2
TP12 Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	54.6	**61.0**	67.8

Private registered providers – LCHO perception TSMs

Tenant satisfaction measure	Lower quartile	Landlord median	Upper quartile
TP01 Proportion of respondents who report that they are satisfied with the overall service from their landlord	36.9	**49.6**	58.0
TP05 Proportion of respondents who report that they are satisfied that their home is safe	60.5	**70.9**	77.1
TP06 Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	27.8	**37.4**	44.0
TP07 Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	47.9	**53.8**	61.4
TP08 Proportion of respondents who report that they agree their landlord treats them fairly and with respect	49.5	**59.2**	67.0
% of tenants having made a complaint (last 12 months)	30.7 (sector total)		
TP09 Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	14.7	**19.4**	24.9
% of tenants reporting living in a property with a communal area	57.4 (sector total)		
TP10 Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	39.3	**46.1**	51.3
TP11 Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	30.5	**39.2**	47.2
TP12 Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	29.7	**37.4**	43.4

Private registered providers – management information TSMs

Tenant satisfaction measure	Lower quartile		Landlord median		Upper quartile	
BS01 Proportion of homes for which all required gas safety checks have been carried out *(%)*	99.7		**100.0**		100.0	
BS02 Proportion of homes for which all required fire risk assessments have been carried out *(%)*	99.9		**100.0**		100.0	
BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out *(%)*	99.5[R]		**100.0**		100.0	
BS04 Proportion of homes for which all required legionella risk assessments have been carried out *(%)*	99.8[R]		**100.0**		100.0	
BS05 Proportion of homes for which all required communal passenger lift safety checks have been carried out *(%)*	96.7[R]		**100.0**		100.0	
RP01 Proportion of homes that do not meet the Decent Homes Standard [*LCRA only] (%)*	0.0 [R]		**0.07** [R]		0.52 [R]	
RP02 Proportion of non-emergency responsive repairs completed within the landlord's target timescale *[LCRA only] (%)*	69.8		**80.4**		88.1	
RP02 Proportion of emergency responsive repairs completed within the landlord's target timescale *[LCRA only] (%)*	88.3		**95.9**[R]		98.7	
NM01 Number of anti-social behaviour cases opened *(per 1,000 homes)*	20.7[R]		**36.8**[R]		54.8[R]	
NM01 Number of anti-social behaviour cases that involve hate incidents opened *(per 1,000 homes)*	0.4[R]		**0.7**[R]		1.3[R]	
	LCRA	**LCHO**	**LCRA**	**LCHO**	**LCRA**	**LCHO**
CH01 Number of stage one complaints received *(per 1,000 homes)*	28.2	23.7	**48.2**	**36.4**	70.3	52.6
CH01 Number of stage two complaints received *(per 1,000 homes)*	3.5	5.0	**6.0**	**9.4**	10.5	13.8
CH02 Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales *(%)*	70.8	62.9	**86.9**	**73.5**	96.1	87.5
CH02 Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales *(%)*	70.5	62.0[R]	**87.5**	**78.5**	99.8	93.8

Local authorities - LCRA perception TSMs

Tenant satisfaction measure	Lower quartile	Landlord median	Upper quartile
TP01 Proportion of respondents who report that they are satisfied with the overall service from their landlord	61.7[R]	**68.2**	75.9
% of tenants reporting a repair (last 12 months)	66.3 (sector total)		
TP02 Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	63.3	**70.5**	77.7
TP03 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	59.0	**66.1**	74.2
TP04 Proportion of respondents who report that they are satisfied that their home is well maintained	61.1	**66.9**	75.0
TP05 Proportion of respondents who report that they are satisfied that their home is safe	68.1	**73.5**	79.9
TP06 Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	49.2	**55.8**	63.7
TP07 Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	60.2	**67.0**	72.6
TP08 Proportion of respondents who report that they agree their landlord treats them fairly and with respect	67.2	**73.5**	78.6
% of tenants having made a complaint (last 12 months)	26.7 (sector total)		
TP09 Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	24.7	**29.1**	36.2
% of tenants reporting living in a property with a communal area	46.8 (sector total)		
TP10 Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	55.3	**63.1**	69.9
TP11 Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	51.9	**59.5**	68.1
TP12 Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	47.6	**54.0**	60.5

Only one Local Authority reported LCHO perception TSMs. Median and quartile analysis is therefore not available.

Local authorities – management information TSMs

Tenant satisfaction measure	Lower quartile	Landlord median	Upper quartile
BS01 Proportion of homes for which all required gas safety checks have been carried out	99.6	**99.9**	100.0
BS02 Proportion of homes for which all required fire risk assessments have been carried out *(%)*	99.2[R]	**100.0**	100.0
BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out *(%)*	99.0	**100.0**	100.0
BS04 Proportion of homes for which all required legionella risk assessments have been carried out *(%)*	99.7[R]	**100.0**	100.0
BS05 Proportion of homes for which all required communal passenger lift safety checks have been carried out *(%)*	100.0	**100.0**	100.0
RP01 Proportion of homes that do not meet the Decent Homes Standard *[LCRA only] (%)*	1.4[R]	**3.6**[R]	8.9[R]
RP02 Proportion of non-emergency responsive repairs completed within the landlord's target timescale *[LCRA only] (%)*	74.0[R]	**83.0**[R]	91.0[R]
RP02 Proportion of emergency responsive repairs completed within the landlord's target timescale *[LCRA only] (%)*	88.3[R]	**95.3**[R]	98.7[R]
NM01 Number of anti-social behaviour cases opened *(per 1,000 homes)*	21.0	**35.3**[R]	60.0[R]
NM01 Number of anti-social behaviour cases that involve hate incidents opened *(per 1,000 homes)*	0.4	**0.8**	1.6
	LCRA	**LCRA**	**LCRA**
CH01 Number of stage one complaints received *(per 1,000 homes)*	21.8	**37.6**	56.0
CH01 Number of stage two complaints received *(per 1,000 homes)*	2.8[R]	**5.0**	9.4
CH02 Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales *(%)*	55.0	**76.4**[R]	89.0
CH02 Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales *(%)*	56.7[R]	**79.8**[R]	95.2



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