

Report to: Policy & Performance Improvement Committee – 6 October 2025

Director Lead: Suzanne Shead, Director - Housing, Health & Wellbeing

Lead Officer: Nicola Priest, Housing Regulatory Compliance Manager

Report Summary	
<b>Report Title</b>	Tenant Satisfaction Measures (TSM) Survey 2024/25
<b>Purpose of Report</b>	To present the tenant satisfaction measures (TSM) survey report.
<b>Recommendations</b>	That the Policy & Performance Improvement Committee note: a) the content of the report; and b) that this report has been presented to SLT and the Tenant Engagement Board.

## 1.0 Background Information

- 1.1 In November 2020, the Government published the charter for social housing residents – social housing white paper which set out ways to improve things for people living in social housing. As a result of this, the Regulator for Social Housing (RSH) brought in a range of tenant perception satisfaction measures so tenants could see how landlords are performing and identify which landlords might need to improve.
- 1.2 Landlords with 1,000+ properties are required to carry out the TSM survey annually and submit their results to the RSH by 30<sup>th</sup> June each year. The Council carried out its second annual survey during 2024/25. The full report findings are presented within Appendix 1
- 1.3 As well as the mandatory 12 survey questions, the survey also asked a few optional questions, which are permitted as part of the survey exercise to establish satisfaction with lettings and gas servicing and asked tenants if they would like to be involved.
- 1.4 Part of the RSH survey requirements is that weighting must be applied where the survey sample base is not fully representative of the wider tenant base. Weighting has not been required as our sample is proportionally representative.
- 1.5 The summary table below shows the latest year performance, the previous year performance (2023/24) and the direction of travel / percentage change between 2024/25 and 2023/24. Whilst some measures have declined, it is pleasing to see that many have increased, with a marked increase in satisfaction with complaints, contribution to the neighbourhood and communal areas.

	24/25 Result	23/24 Result	Change
TP01 Overall satisfaction	77.2%	77.2%	/
TP02 Overall repairs service	72.3%	75.2%	-2.9
TP03 Repairs: Time taken	65.5%	69.0%	-3.5
TP04 Home is well maintained	77.1%	76.3%	+0.8
TP05 Home is safe	82.5%	84.7%	-2.2
TP06 Listens to views & acts upon them	67.2%	68.1%	-0.9
TP07 Keeps informed	72.4%	70.3%	+2.1
TP08 Treated Fairly & with Respect	82.4%	80.7%	+1.7
TP09 Approach to complaints	44.3%	27.1%	+17.2
TP10 Communal areas	71.5%	65.7%	+5.8
TP11 Contribution to Neighbourhood	71.9%	64.3%	+7.6
TP12 Approach to Anti-social behaviour	64.4%	61.3%	+3.1

- 1.6 The TSM survey was conducted by 70% telephone and 30% online for both years, so whilst approximately 10% of tenants were surveyed and it is extremely unlikely any of the same tenants will have been surveyed both times, this gives the closest to a like for like survey that can be achieved.
- 1.7 Last year, as a result of the 2023/24 TSM results, Business Managers within the service set a number of actions with the aim to improve performance. This progress was reported to SLT and HAB on a quarterly basis. The final position for 2024/25 against the actions is presented within the TSM Action Plan at Appendix 2.

## 2.0 **Proposals/Options Considered**

- 2.1 Business Managers will use the latest year's data from the report to understand the underlying issues and drive service improvements. The resulting actions have been included within the ongoing action plan for 2025/26.

## 3.0 **Implications**

In writing this report and in putting forward recommendations, officers have considered the following implications: Data Protection; Digital & Cyber Security; Equality & Diversity; Financial; Human Resources; Human Rights; Legal; Safeguarding & Sustainability and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

### **Financial Implications (FIN25-26/791)**

- 3.1 There are no direct financial implications resulting from this report. All follow on actions will be met within existing resources and budgets. (Relevant Officer: Megan Lilley – Financial Services).

### Legal Implications

- 3.2 There are no legal implications resulting from this report.

### Human Resources

- 3.3 There are no human resources implications resulting from this report.

### Digital & Cyber Security

- 3.4 There are no Digital and Cyber Security implications resulting from this report.

### Equality and Diversity

- 3.5 It is recommended by the Regulator of Social Housing to offer more than one survey method. Two survey options are used for the survey; telephone and online.
- 3.6 Surveys are carried out across 12 months, on a weekly basis, on different days and different times. Whilst this is a sample survey, this enables tenants to take part at a convenient time.
- 3.7 The sample is representative of NSDC's tenant population

### **Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

None