



Tenant Satisfaction Measures (TSMs) 2024/2025

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Registered with the Homes and Communities Agency—No. L0891.

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Tenant Satisfaction Measures (TSMs) Background

The Tenant Satisfaction measures (TSM'S) have been introduced by the Regulator of Social Housing (RSH) in England to assess how well landlords are doing in providing good quality homes and services. These measures were introduced on the 1st April 2023.

There are 22 measures in total. 12 of these measures come directly from our Customer feedback surveys, 10 measures come from the information we hold in our systems on operational activity.

The measures have been designed to drive up standards and improve the quality of social housing by ensuring that landlords and housing providers are accountable for the services delivered to residents.

For the Regulator to enforce these standards they introduced the TSMs to assess the performance of landlords like KCHA.

The TSMs are intended to make a meaningful difference to you as residents, be possible for KCHA to carry out and something that the RSH can regulate.

The measures focus on five key themes:

- Keeping properties in good repair;
- Maintaining building safety;
- Respectful and helpful engagement;
- Effective handling of complaints;
- Responsible neighbourhood management

All social housing landlords will be responsible for running tenant perception surveys to collect data for the tenant satisfaction measures TP01—TP12. Smaller landlords, with fewer than 1000 homes, like KCHA, will have the option of running this every year or every two years.


A further Tenant Perception survey will be run later in the summer this year (2025).

Code	Description of measure	Annual TSM Data	Comments
OVERALL SATISFACTION			
TP01	Overall satisfaction	85%	TSM Survey 2023
KEEPING PROPERTIES IN GOOD REPAIR			
TP02	Satisfaction with repairs	82%	TSM Survey 2023
TP03	Satisfaction with time taken to complete your most recent repair	94%	TSM Survey 2023
TP04	Satisfaction your home is well maintained by us	82%	TSM Survey 2023
RP01	Homes that do not meet Decent Homes Standard	0	N/A
RP02 (1)	Urgent repairs completed on time (5 days) Planned repairs completed on time (90 days) Routine repairs completed on time (28 days)	99% 100% 99%	Reporting data 1 st April 24 – 31 st March 25
RP02 (2)	Emergency repairs completed on time (24 hours)	100%	Reporting data 1 st April 24 – 31 st March 25
MAINTAINING BUILDING SAFETY			
TP05	Satisfaction that your home is safe	85%	TSM Survey 2023
BS01	Gas Safety Checks	100%	Completed Annually
BS02	Fire Safety Checks	100%	Completed 2024

BS03	Asbestos Safety Checks	100%	Completed 2024
BS04	Water Safety Checks	100%	Completed 2024
BS05	Lift Safety Checks	100%	Completed 6 monthly and annually
RESPECTFUL AND HELPFUL ENGAGEMENT			
TP06	Satisfaction that KCHA listens to your views and acts on them	72%	TSM Survey 2023
TP07	Satisfaction that KCHA keeps you, the resident informed about things that matter	80%	TSM Survey 2023
TP08	Agreement that KCHA treats you, the resident fairly and respect	83%	TSM Survey 2023
EFFECTIVE HANDLING OF COMPLAINTS			
TP09	Satisfaction with KCHA's approach to handling complaints	54%	TSM Survey 2023
CH01 (1)	Number of stage one complaints received relative to us as a landlord (per 1000 homes)	40%	11 Complaints Reporting Data 1 st Jan 2024 – 31 st Dec 2024
CH01 (2)	Number of stage two complaints received relative to us as a landlord (per 100 homes)	3.6 %	1 Complaint Reporting Data 1 st Jan 2024 – 31 st Dec 2024
CH02 (1)	Complaints responded to within handling code timescales at stage 1	100%	
CH02 (2)	Complaints responded to within handling code timescales at stage 2	100%	

RESPONSIBLE NEIGHBOURHOOD MANAGEMENT			
TP10	Satisfaction that KCHA keeps communal areas well maintained and clean	71%	TSM Survey 2023
TP11	Satisfaction that KCHA makes a positive contribution to neighbourhoods	76%	TSM Survey 2023
TP12	Satisfaction with KCHA's approach to ASB (Anti-social behaviour)	70%	TSM Survey 2023
NM01 (1)	ASB cases reported relative to the size of us as a landlord (per 1000 homes)	42%	13 Cases
NM02 (2)	ASB cases reported relative to the size of us as a landlord (per 1000 homes) that involve hate incidents	0	

All of the perception measures are taken from the annual TSM survey that was published to all residents in 2023.



85%
Overall Satisfaction

As shown opposite, satisfaction with the services delivered by KCHA is high with 85% of tenants satisfied with the overall service.

There is even higher satisfaction for the repairs service in the last 12 months (93%), the time to complete repairs (94%) and the provision of a safe home (85%).

At the other end of the scale is how anti-social behaviour is dealt with (70%), the energy efficiency of the home (69%) and the handling of complaints (54%).

In addition, 63% of tenants would recommend KCHA to other people, with a Net Promoter Score of 46.

Key Metrics Summary 2023



- 

82% Well maintained home
- 

70% Anti-social behaviour
- 

85% Safe home
- 

82% Easy to deal with
- 

93% Repairs - Last 12 months
- 

72% Listens & Acts
- 

94% Time taken - Last repair
- 

80% Keeps you informed
- 

82% Repairs - Overall satisfaction
- 

83% Treats fairly & with respect
- 

71% Communal areas clean & well maintained
- 

54% Complaints handling
- 

76% Positive contribution to neighbourhood
- 

69% Energy efficiency
- 

63% Promoters

We have analysed the data following the surveys, and identified two key areas to focus on improving.

These are cleanliness of communal areas and how we handle complaints.

Work is ongoing in these areas and we look forward to advising you of this soon.

I am however, pleased to announce the introduction of Estate walkabouts. These walkabouts are a chance for the Housing Officers to be more accessible and visible to our communities and ensure that your Estates are clean and tidy, and represent the High Quality of Housing KCHA prides itself on.

Tenant Perception surveys play a vital role in our Service improvement to you as tenants, as the information provided helps us to tailor our service to the wants and needs of our tenants.

Further information and guidance

If you would like to know more about the TSMs or to discuss this document further, please contact Heather Nash, Housing Services Manager on **07951 966454** or email **office@kcha.co.uk**

Further information can also be found at **www.gov.uk** (tenant satisfaction measures)