



# Tenant Satisfaction Measures (TSMs) 2025/2026

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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.

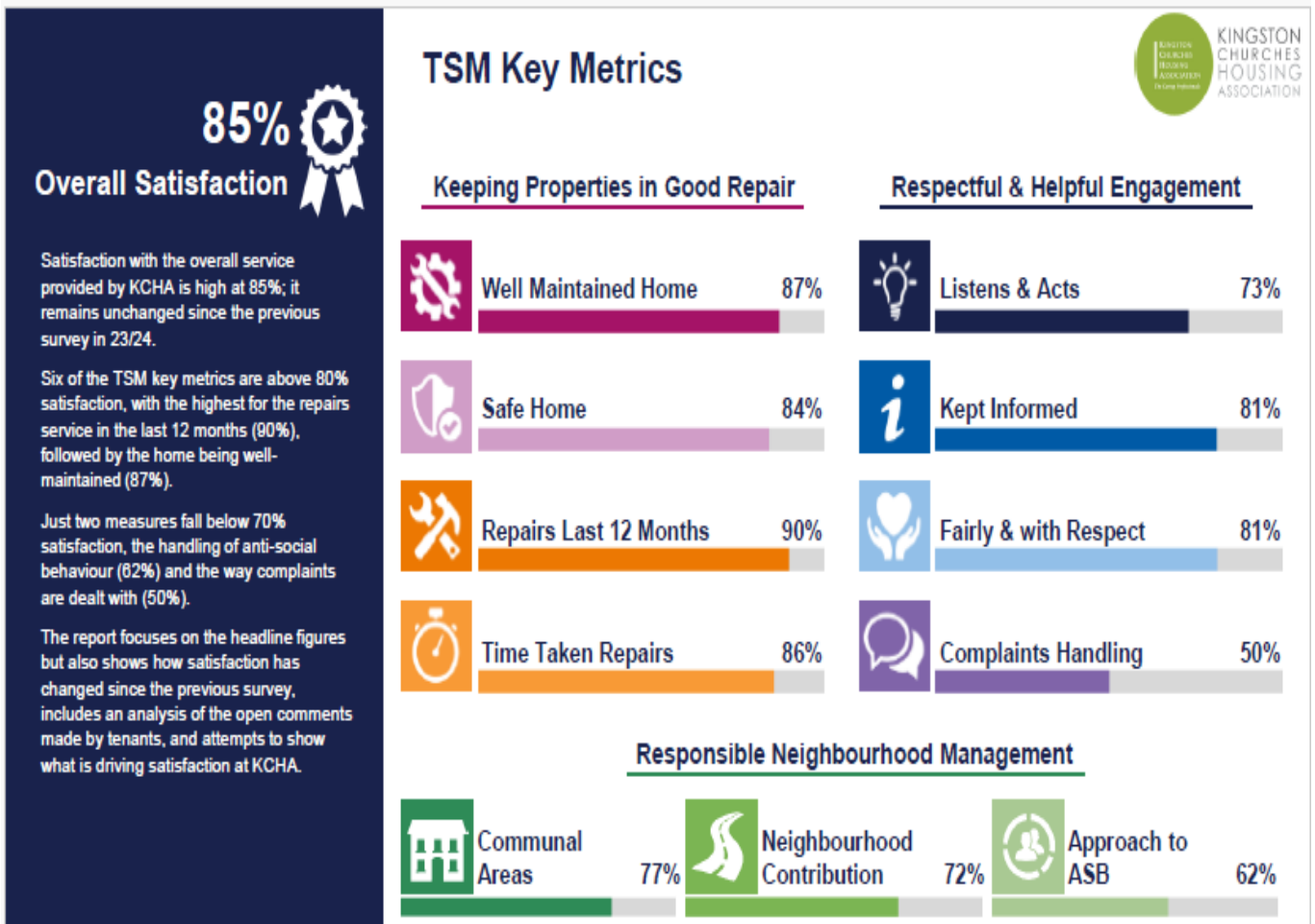
The next three pages outline the 22 measures results for KCHA for the year 2025/2026, in relation to five key themes above.

Code	Description of measure	Annual TSM Data	Comments
<b>OVERALL SATISFACTION</b>			
TP01	Overall satisfaction	85%	TSM Survey 2025
<b>KEEPING PROPERTIES IN GOOD REPAIR</b>			
TP02	Satisfaction with repairs	90%	TSM Survey 2025
TP03	Satisfaction with time taken to complete your most recent repair	86%	TSM Survey 2025
TP04	Satisfaction your home is well maintained by us	87%	TSM Survey 2025
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 <sup>st</sup> April 25 – 31 <sup>st</sup> March 26
RP02 (2)	Emergency repairs completed on time (24 hours)	100%	Reporting data 1 <sup>st</sup> April 25 – 31 <sup>st</sup> March 26
<b>MAINTAINING BUILDING SAFETY</b>			
TP05	Satisfaction that your home is safe	84%	TSM Survey 2025
BS01	Gas Safety Checks	100%	Completed Annually

BS02	Fire Safety Checks	100%	Completed 2024 (Next due 2026)
BS03	Asbestos Safety Checks	100%	Completed 2025
BS04	Water Safety Checks	100%	Completed 2025
BS05	Lift Safety Checks	100%	Completed 6 monthly and annually
<b>RESPECTFUL AND HELPFUL ENGAGEMENT</b>			
TP06	Satisfaction that KCHA listens to your views and acts on them	73%	TSM Survey 2025
TP07	Satisfaction that KCHA keeps you, the resident informed about things that matter	81%	TSM Survey 2025
TP08	Agreement that KCHA treats you, the resident fairly and respect	81%	TSM Survey 2025
<b>EFFECTIVE HANDLING OF COMPLAINTS</b>			
TP09	Satisfaction with KCHA's approach to handling complaints	50%	TSM Survey 2025
CH01 (1)	Number of stage one complaints received relative to us as a landlord (per 1000 homes)	69%	19 Complaints Reporting Data 1 <sup>st</sup> Jan 2025 – 31 <sup>st</sup> Dec 2025
CH01 (2)	Number of stage two complaints received relative to us as a landlord (per 1000 homes)	11 %	3 Complaints Reporting Data 1 <sup>st</sup> Jan 2025 – 31 <sup>st</sup> Dec 2025
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%	
<b>RESPONSIBLE NEIGHBOURHOOD MANAGEMENT</b>			
TP10	Satisfaction that KCHA keeps communal areas well maintained and clean	77%	TSM Survey 2025
TP11	Satisfaction that KCHA makes a positive contribution to neighbourhoods	72%	TSM Survey 2025
TP12	Satisfaction with KCHA's approach to ASB (Anti-social behaviour)	62%	TSM Survey 2025
<b>NM01 (1)</b>	ASB cases reported relative to the size of us as a landlord (per 1000 homes)	42%	13 Cases
<b>NM02 (2)</b>	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 KCHA residents in 2025.



We have analysed the data following the surveys, and continue to identify areas to focus on improving for residents.

KCHA has a focus group which consists of Housing Staff and Board members. The focus group hold meetings to collectively drill down into the data and discuss ways of implementing change to improve our service to residents.

These areas highlighted following the survey run in 2025 are cleanliness of communal areas/grounds maintenance 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 in 2025. 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 residents.

## 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)