



# Tenant Satisfaction Measures (TSMs) 2023

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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

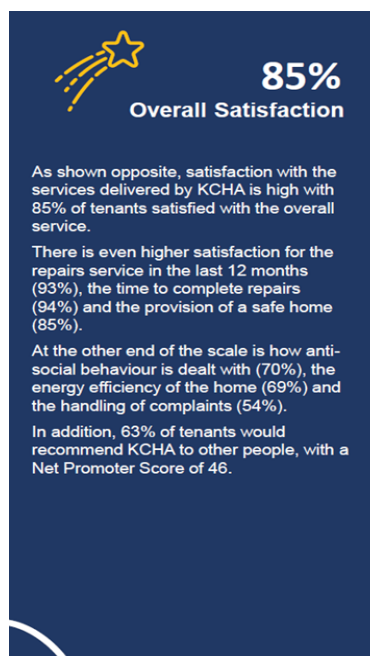
All social housing landlords will be responsible for running tenant perception surveys to collect data for the tenant satisfaction measures TP01—TP12. Smaller landlords, with fewer than 1000 homes, like KCHA, will have the option of running this every year or every two years.

<b>Code</b>	<b>Description of measure</b>	<b>Annual TSM Data</b>	<b>Comments</b>
<b>OVERALL SATISFACTION</b>			
TP01	Overall satisfaction	85%	TSM Survey
<b>KEEPING PROPERTIES IN GOOD REPAIR</b>			
TP02	Satisfaction with repairs	82%	
TP03	Satisfaction with time taken to complete your most recent repair	94%	
TP04	Satisfaction your home is well maintained by us	82%	
RP01	Homes that do not meet Decent Homes Standard	0	
RP02 (1)	Urgent repairs completed on time (5 days) Planned repairs completed on time (90 days) Routine repairs completed on time (28 days)	94% 69% 97%	
RP02 (2)	Emergency repairs completed on time (24 hours)	100%	
<b>MAINTAINING BUILDING SAFETY</b>			
TP05	Satisfaction that your home is safe	85%	
BS01	Gas Safety Checks	100%	
BS02	Fire Safety Checks	100%	

BS03	Asbestos Safety Checks	0	N/A for 2023/2024
BS04	Water Safety Checks	0	N/A for 2023/2024
BS05	Lift Safety Checks	100%	
<b>RESPECTFUL AND HELPFUL ENGAGEMENT</b>			
TP06	Satisfaction that KCHA listens to your views and acts on them	72%	
TP07	Satisfaction that KCHA keeps you, the resident informed about things that matter	80%	
TP08	Agreement that KCHA treats you, the resident fairly and respect	83%	
<b>EFFECTIVE HANDLING OF COMPLAINTS</b>			
TP09	Satisfaction with KCHA's approach to handling complaints	54%	
CH01 (1)	Number of stage one complaints received relative to us as a landlord (per 1000 homes)	7.2	2 Complaints
CH01 (2)	Number of stage two complaints received relative to us as a landlord (per 100 homes)	3.6	1 Complaint
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%	
TP11	Satisfaction that KCHA makes a positive contribution to neighbourhoods	76%	
TP12	Satisfaction with KCHA's approach to ASB (Anti-social behaviour)	70%	
NM01 (1)	ASB cases reported relative to the size of us as a landlord (per 1000 homes)	33%	9 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 last year.



**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.

## 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)