



Regulator of  
Social Housing

# Tenant Satisfaction Measures

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# Introduction

- A year ago Government published the social housing white paper – *The Charter for Social Housing Residents*
- Since then we have been working to develop our approach to new consumer regulation
- This work has been informed by extensive stakeholder engagement, especially with social housing tenants and landlords
- We are focusing on four main areas
  - Principles and outcomes
  - Standards
  - Our consumer regulation approach
  - Tenant satisfaction measures
- Full implementation is dependent on new legislation
- In the meantime, landlords should not wait for new legislation to improve their services and engagement with tenants

# Principles



# Outcomes

- We are proposing that consumer regulation should aim to deliver the following outcomes
- These are based on our fundamental objectives and the expectations in the white paper

1. Social housing is well managed
2. Tenants' complaints are dealt with efficiently and effectively.
3. Tenants are treated with fairness and respect and their diverse needs are taken into account.
4. Social housing stock meets the decent homes standard.
5. Landlords ensure social housing meets health and safety requirements and consider safety in the management of housing.
6. Landlords comply with tenancy law and regulations and avoid unnecessary evictions.
7. Tenants have access to information to hold their landlords to account.
8. Tenants have opportunities to influence the decisions and priorities of their landlords with respect to their housing.
9. Landlords take account of the views of tenants in the management of their homes.
10. Landlords work with other agencies to contribute to the safety and well-being of the areas in which homes they are responsible for are situated.

# New consumer standards

## Safety

Landlords' safety responsibilities, including safety within the home and in communal areas.

## Quality

Quality of the home, communal spaces and services to tenants.

## Neighbourhood

Landlords' role, working with other agencies, to contribute to the wellbeing of neighbourhoods in which tenants live.

## Transparency

Landlords' role in making information accessible to tenants including roles and responsibilities within landlords, so tenants know who is responsible for matters relating to consumer standards.

## Engagement and accountability

Engagement between landlords and tenants, including how complaints are handled. Landlords' accountability to tenants and treating tenants with fairness and respect.

## Tenancy

Requirements on landlords in respect of tenancies, including allocations policies and opportunities for tenants to move.

# White Paper draft TSMs



Ministry of Housing,  
Communities &  
Local Government

## The Charter for Social Housing Residents

### Social Housing White Paper



#### Box A: Draft Tenant Satisfaction Measures

Theme	Draft tenant satisfaction measures
Keeping properties in good repair	Decent Homes Standard compliance
	Responsive repairs completed right first time
	Tenant satisfaction with landlord's repairs and maintenance service
Maintaining building safety	Compliance with health and safety obligations: <ul style="list-style-type: none"> <li>• Gas safety</li> <li>• Electrical safety</li> <li>• Fire safety</li> <li>• Asbestos</li> <li>• Water safety</li> <li>• Lift safety</li> </ul>
	Tenant satisfaction with the health and safety of their home
Effective handling of complaints	Number of complaints relative to the size of the landlord
	% of complaints resolved within agreed timescale
	Tenant satisfaction with landlord's complaints handling
Respectful and helpful engagement	Number of complaints relating to fairness and/or respect, relative to the size of the landlord
	Tenant satisfaction that their landlord listens to their views and takes notice of them
	Tenant satisfaction with landlord's engagement with tenants
Responsible neighbourhood management	% of communal areas meeting the required standard
	Number of complaints relating to communal areas, relative to the size of the landlord
	Tenant satisfaction with landlord actions to keep communal areas clean and safe
	Tenant satisfaction with landlord contribution to the neighbourhood associated with their home
	Number of complaints relating to anti-social behaviour, relative to the size of the landlord
	Tenant satisfaction with landlord's handling of anti-social behaviour
Overall	Tenant overall satisfaction with the service their landlord provides

19. In addition, we will expect landlords to publish three financial measures alongside these tenant satisfaction measures, providing clear and accessible information on how much landlords are spending on administrative costs and executive remuneration (see Box B). These will not inform the regulator's consumer regulation activity but will be made available for tenants' information. The regulator separately considers the effectiveness and efficiency of private registered providers through its Value for Money standard, as part of its economic regulation regime.

#### Box B: Draft Financial Measures

Theme	Draft financial measures
Executive remuneration	Chief Executive or equivalent salary, relative to the size of the landlord
	Executive remuneration, relative to the size of the landlord
Efficiency and effectiveness	Management costs, relative to the size of the landlord

#### New access to information scheme

20. We want to ensure a culture change whereby landlords are more open with tenants, beyond the information provided through tenant satisfaction measures. Local authority tenants can already access information from their landlord through a request made under the Freedom of Information Act 2000, but this is not available to tenants of housing associations and other private registered providers. Good landlords would want to share the information with tenants when asked, but there is a risk that others might choose to withhold information that they should share. To address this, we will introduce a new access to information scheme for social housing tenants of housing associations and other private registered providers through the social housing regulatory regime. This will ensure that all social housing tenants can access information from their landlord or be supported by others to do so such as councillors, MPs, solicitors, advocates or local journalists to support them in holding landlords to account.

# Tenant satisfaction measures

We will be issuing a formal consultation document on the proposed tenant satisfaction measures, including guidance on how they are defined, collected and reported to us.

Remit	<ul style="list-style-type: none"><li>Information that relates to our statutory objectives</li></ul>
Relevant	<ul style="list-style-type: none"><li>To the dual aims of the White Paper</li></ul>
Accurate	<ul style="list-style-type: none"><li>Well-defined</li><li>Comparable</li><li>Sound survey methodology</li><li>Objective</li><li>Limited scope for gaming</li><li>Verifiable</li></ul>
Responsive	<ul style="list-style-type: none"><li>Avoids perverse incentives</li><li>Attributable</li><li>Timely</li></ul>
Deliverable	<ul style="list-style-type: none"><li>Cost effective</li><li>Ease of data collection</li></ul>

# Draft TSM Standard

- RSH will consult on a draft TSM consumer standard – wording and format is an interim position which will be subject to review as part of revision of the consumer standards
- Address key areas including data collection; publication; submission and data quality.



# Work on TSM refinement

- Work has focused on:
  - Establishing an evidence base – what is used already in sector (Housemark STAR/ Scottish Housing Regulator, previous regulatory surveys) what works and doesn't work and what are already requirements (legislation, HOS).
  - Seeking to define terms, ensure inconsistencies and differences in meanings are minimised.
  - Considering existing regulatory evidence, including what is already collected in returns.
  - Balancing comparability of results against principle of co-regulation and flexibility for providers.
  - Testing proposals with stakeholders, including TSM Sounding Board, tenant workshops and individual conversations (e.g Housing Ombudsman, Health and Safety Executive, Housemark and Acuity).

# Feedback and issues

## Overarching feedback

- In general stakeholders have welcomed the regulator's approach to engagement on the development of the TSMs
- Detailed feedback some of the proposals and this has helped shape our thinking
- Some of the proposals divided opinion, but where there is no one right answer
- There was concern from both landlords and tenants about potential for gaming

# Feedback and issues (continued)

## Tenant surveys

- Survey frequency
- Housing types to include (rented, shared ownership)
- Different types of landlords (large and small)
- Ensuring sample of tenants is representative
- Collection methods

# Feedback and issues (continued)

## Particular measures

- Right first time/timeliness of repairs
- Complaints measures
- Relationship between complaints and tenant surveys
- Effective engagement measures
- Defining responsibility on anti-social behaviour and neighbourhood measures
- Precise perception survey questions e.g. health and safety
- Health and safety measures

# Consultation material

Consultation on proposals shortly, including:

Draft technical requirements

Draft survey methodology

Draft Regulatory Impact Assessment

- Establishing why the intervention is required.
- Setting out options for intervention.
- Estimating the cost of the main options.

Draft Equality Impact Assessment

- An analysis of the potential equality implications of our proposals

Summary document and Easy Read version

# Working timeline

December 21 - March 22	RSH runs formal consultation on the draft TSM Standard, TSMs and technical requirements, including further engagement
March – late summer 22	RSH analyses and considers consultation responses. Any changes to the drafting of the TSM documents would be made at this stage
Late summer 22	RSH publishes decision statement, together with the final version of the regulatory documents
Autumn 22 -Spring 23	Providers prepare systems for the collection of TSM data
1 April 2023	Regulator's requirements come into force
April 2023 - March 2024	Providers collect first year of TSM data
Summer 2024	Providers submit TSM data to the regulator for the first year
Autumn 2024	2023-24 TSM data is published