



Regulator of
Social Housing

Tenant Satisfaction Measures (TSMs)

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Introduction

- Just over 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
- We have set out three tests for consumer regulation
 - Making a meaningful difference to tenants
 - Deliverable by social landlords
 - Regulatable by us
- We are focusing on four main areas:
 - Principles and outcomes
 - New consumer standards
 - Our consumer regulation approach e.g. consumer inspections, desk top reviews
 - **Tenant satisfaction measures (TSMs)**

Background to TSMs

- The White Paper asks us to bring in a set of tenant satisfaction measures which should:
 - let tenants see how well their landlord is doing and
 - give us an idea of which landlords might need to improve things for their tenants
- The TSM should follow these themes:
 - Keeping properties in good repair
 - Maintaining building safety
 - Effective handling of tenants' complaints
 - Respectful and helpful tenant engagement
 - Responsible neighbourhood management



Preparatory work

- Work has focused on:
 - Establishing an evidence base (what is used already in sector, what works and current requirements)
 - Seeking to define terms and minimise inconsistencies and differences in meanings
 - Considering existing regulatory information, including what is already collected in returns
 - Balancing comparability of results against principle of co-regulation and burden on providers
 - Testing proposals with stakeholders including tenants



Principles for TSMs

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

Draft TSM Standard

Providers would be required to:

- Collect information relating to their performance against the TSMs
- Annually publish their performance against the TSMs, including how they have met our requirements
- Annually submit information relating to their performance against the TSMs to us
- Ensure that the information is an accurate, reliable, valid, and transparent reflection of their performance against the TSMs

Wording and format is an interim position which will be subject to review as part of a review of the consumer standards

Draft TSMs (1/3)

Theme	TSM
Overall	<ul style="list-style-type: none">■ <i>Satisfaction with overall service</i>
Keeping properties in good repair	<ul style="list-style-type: none">■ Homes that do not meet DHS■ Repairs completed within target timescale■ <i>Satisfaction with repairs</i>■ <i>Satisfaction with time taken to complete most recent repair</i>

Draft TSMs (2/3)

Theme	TSM
Maintaining building safety	<ul style="list-style-type: none">■ Gas safety■ Fire safety■ Asbestos safety■ Water safety■ Lift safety■ <i>Satisfaction that home is well maintained and safe to live in</i>
Effective handling of complaints	<ul style="list-style-type: none">■ Number of complaints received■ Complaints responded to within Complaint Handling Code timescales■ <i>Satisfaction with the landlord's approach to handling of complaints</i>■ <i>Tenant knowledge of how to make a complaint</i>

Draft TSMs (3/3)

Theme	TSM
Respectful and helpful engagement	<ul style="list-style-type: none">▪ <i>Satisfaction that the landlord listens to views and acts on them</i>▪ <i>Satisfaction that the landlord keeps tenants informed about things that matter to them</i>▪ <i>Agreement that the landlord treats tenants fairly and with respect</i>
Responsible neighbourhood management	<ul style="list-style-type: none">▪ <i>Number of anti-social behaviour cases</i>▪ <i>Satisfaction that the landlord keeps communal areas clean, safe and well maintained</i>▪ <i>Satisfaction that the landlord makes a positive contribution to neighbourhoods</i>▪ <i>Satisfaction with the landlord's approach to handling of anti-social behaviour</i>

Proposed technical requirements

- Information required to calculate TSMs
- Level of reporting – registered group basis
- Relevant properties - LCRA and LCHO
- Reporting dates and periods - April to March financial year for large providers, more flexibility for smaller providers
- **Small providers-** proportionate and risk-based approach, recognising additional burden on smaller providers of “one size fits all” approach

Proposed tenant survey requirements

- Perception survey
- Survey frequency and timing
- Tenants to include
- Representative sample of tenants
- Collection methods permitted
- Either inhouse or outsourced survey
- Prescribed question wording and response scales
- Publish summary of survey approach

Draft guidance about submission of TSM data to the regulator

We will:

- Specify the TSM information registered providers are required to submit, the timeframe and the form in which it must be submitted
- Collate TSM information submitted to us by large providers and publish results annually
- TSM information will be one source of regulatory intelligence
- Submission of late, incomplete or inaccurate TSM information

Regulatory Impact Assessment (RIA)

- Proportionate RIA which:
 - outlines policy options considered
 - estimates additional burden on different provider types
 - details the preferred policy option and rationale
 - includes impact on small providers and local authority providers
- Considers additional costs for providers:
 - Transitional
 - Tenant perception survey
 - Wider non-survey
- Potential for differential burden based on provider size, fixed costs and requirements to meet levels of statistical significance
- Additional total cost of preferred policy option for providers £40M
- Revisit RIA following consultation and use feedback to further expand the evidence base

Equality Impact Assessment (EQIA)

- We have considered the potential impact of our proposals on people who share one or more protected characteristics
- Where we have identified a potential equality impact, we have assessed whether it is likely to be positive, negative or neutral
- We invite feedback on draft EQIA and will revisit it following consultation and use feedback to further expand the evidence base

How to take part in the TSM consultation

- Review consultation documents on RSH web page, including a summary of the consultation document
- Respond to the consultation questions online, or if preferred email response to RSH's consultation email inbox or send it to our Leeds office



Anticipated timeline

December 21 - March 22	RSH runs formal consultation on TSM requirements
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, and final version of the regulatory documents
Autumn 22 -Spring 23	Providers prepare systems for the collection of TSM data
1 April 2023	RSH'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