Annex 1: Numerical analysis of individual question responses

Statutory consultation on the Tenant Satisfaction Measures

September 2022

# Annex 1: Numerical analysis of individual question responses to the TSM consultation

Introduction

1. This annex provides a summary of the responses received to the TSM consultation questions.

2. 1,098 responses were received to the consultation. Of these, 982 responses were submitted in full via the online survey and a further 116 responses were sent directly to the regulator by either post or email. Most of these responses directly addressed the consultation questions posed and are included in the analysis tables and charts presented in this annex. The regulator was unable to include 12 responses in the numerical analysis for individual consultation questions, as they did not directly answer any of the consultation questions. These 12 responses are only included in Table A and Chart A, which provide a summary of all responses that the regulator received to the TSM consultation. All categorisations of respondent type are taken directly from the responses supplied.

Table A: Summary of responses to consultation

Respondent type	Number	Percentage of total responses
Social housing tenant in rental accommodation	592	54%
Shared owner with a registered provider	28	3%
Local authority registered provider	120	11%
Private registered provider	184	17%
Stakeholder organisation	58	5%
Other	116	11%
Total responses	**1,098**	**100%**

Chart A: Summary of responses to consultation

Percentage of responses by respondent type

54%	3% 11% 17% 5% 11%

0%   20%   40%   60%   80%   100%

■ Social housing tenant in rental accommodation   ■ Shared owner with a registered provider
■ Local authority registered provider   ■ Private registered provider
■ Stakeholder organisation   ■ Other
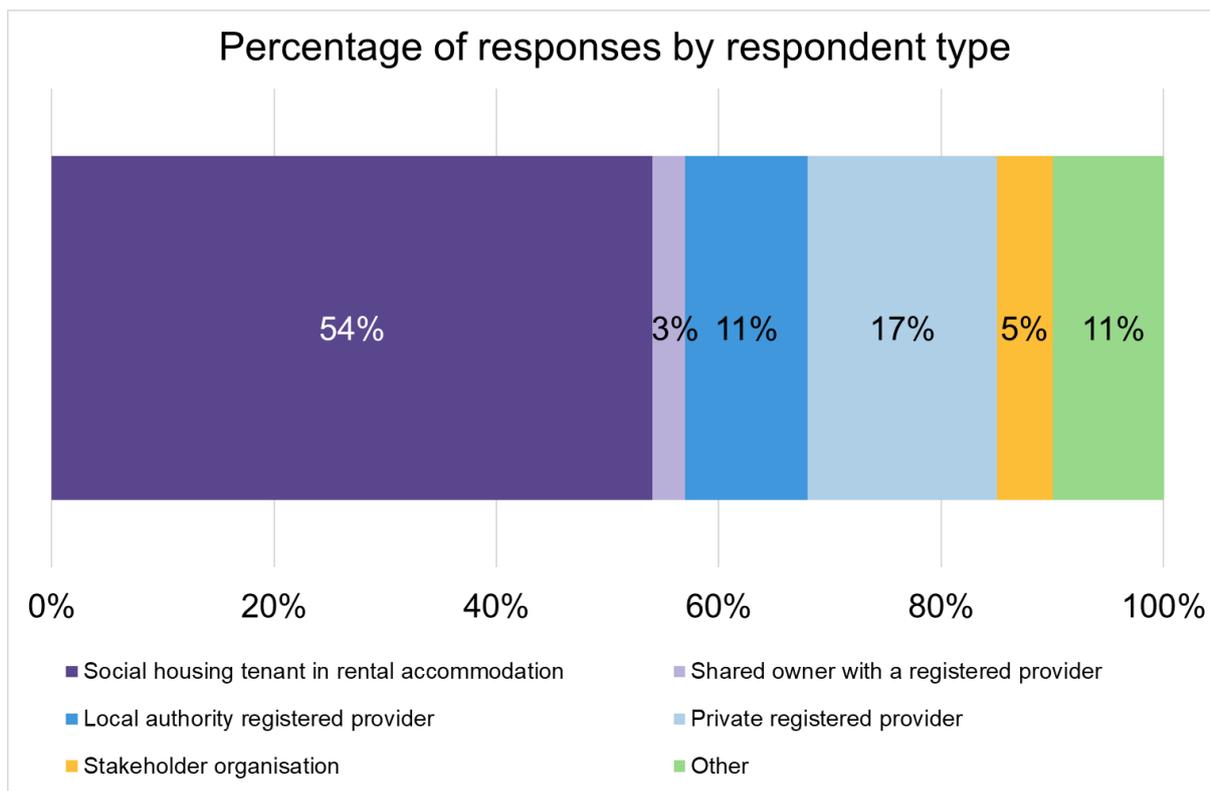
3.   The following tables and charts provide a summary of the responses received to the TSM consultation. Some respondents partially completed the full survey which accounts for the differences in numbers responding to each question. Percentages have been rounded to the nearest whole number and refer to the percentage of those who answered each question (rather than the total number of respondents to the consultation).

Question 1a. Do you agree that the proposed TSM standard a. sets clear expectations for registered providers?

Table 1a. Overview of responses to Question 1a

	Total number of responses	Agree		Disagree	
		%	Number	%	Number
Total	**1,029**	**92%**	**944**	**8%**	**85**
Social housing tenant in rental accommodation	565	94%	528	7%	37
Shared owner with a registered provider	26	96%	25	4%	1
Private registered provider	170	90%	153	10%	17
Local authority registered provider	118	91%	107	9%	11
Stakeholder organisation	51	88%	45	12%	6
Other	99	87%	86	13%	13

## Chart 1a. Overview of responses to Question 1a
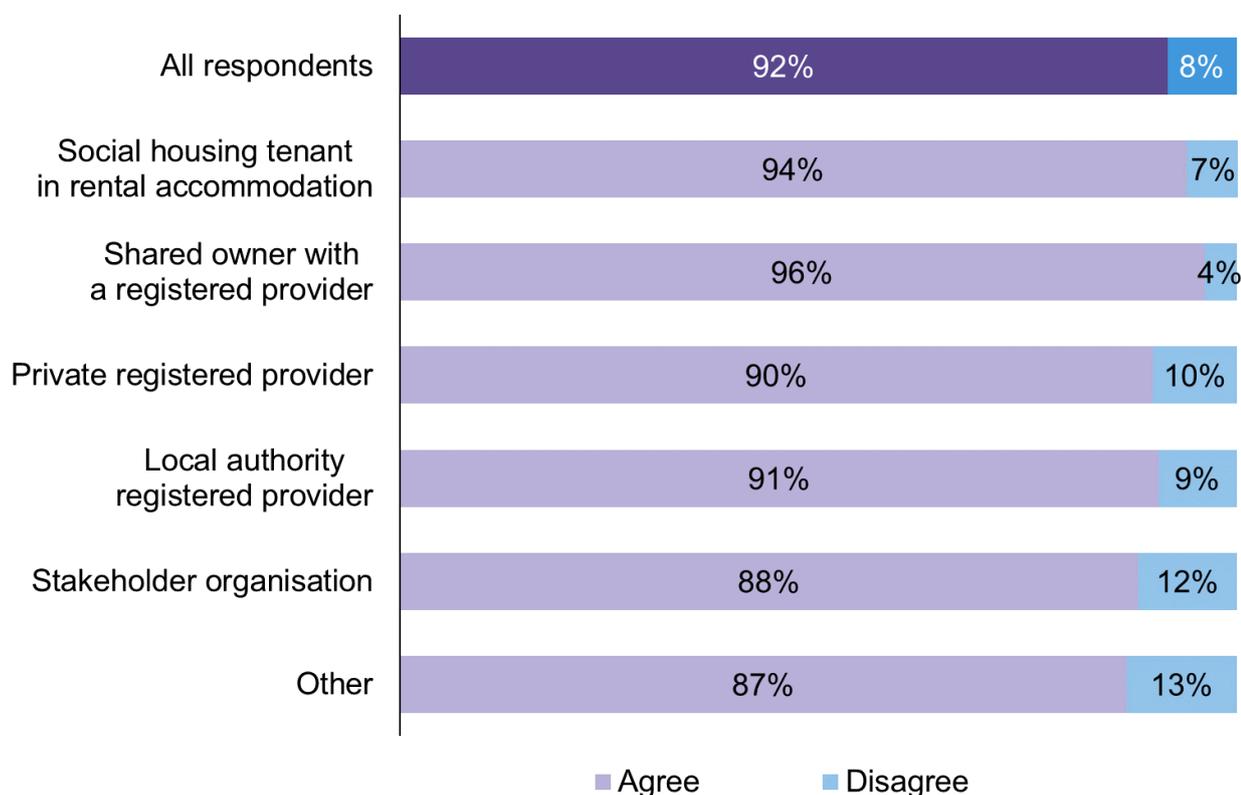
Question 1b. Do you agree that the proposed TSM standard b. supports the regulator in ensuring that the TSMs provide tenants with greater transparency about their landlord's performance (one of the aims of the TSMs in the White Paper)?

Table 1b. Overview of responses to Question 1b

	Total number of responses	Agree		Disagree	
		%	Number	%	Number
Total	**1,020**	**90%**	**918**	**10%**	**102**
Social housing tenant in rental accommodation	562	93%	520	7%	42
Shared owner with a registered provider	26	96%	25	4%	1
Private registered provider	168	85%	142	15%	26
Local authority registered provider	117	93%	109	7%	8
Stakeholder organisation	49	86%	42	14%	7
Other	98	82%	80	18%	18

### Chart 1b. Overview of responses to Question 1b
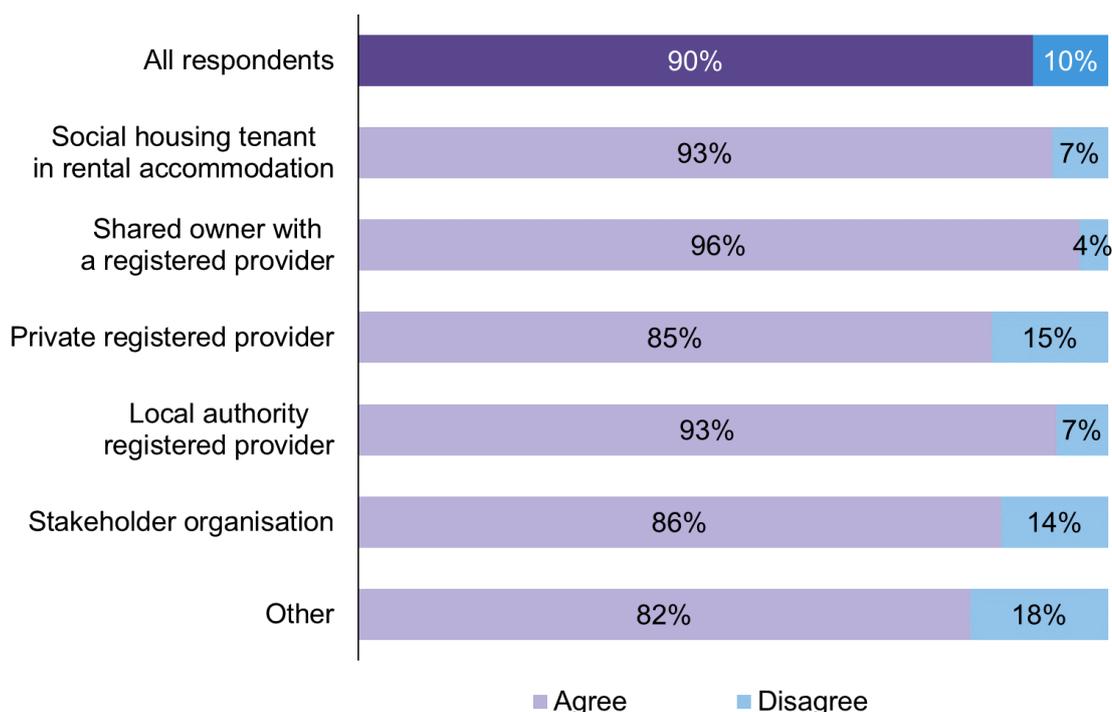
Question 2. We are proposing to introduce two TSMs about timeliness of repairs (RP02 Repairs completed within target timescale; TP03 Satisfaction with time taken to complete most recent repair). Do you agree that both RP02 and TP03 should be used to measure timeliness of repairs?

Table 2. Overview of responses to Question 2

	Total number of responses	Agree		Disagree	
		%	Number	%	Number
Total	**1,025**	**86%**	**882**	**14%**	**143**
Social housing tenant in rental accommodation	567	94%	534	6%	33
Shared owner with a registered provider	26	96%	25	4%	1
Private registered provider	170	73%	124	27%	46
Local authority registered provider	116	73%	85	27%	31
Stakeholder organisation	46	76%	35	24%	11
Other	100	79%	79	21%	21

**Chart 2. Overview of responses to Question 2**
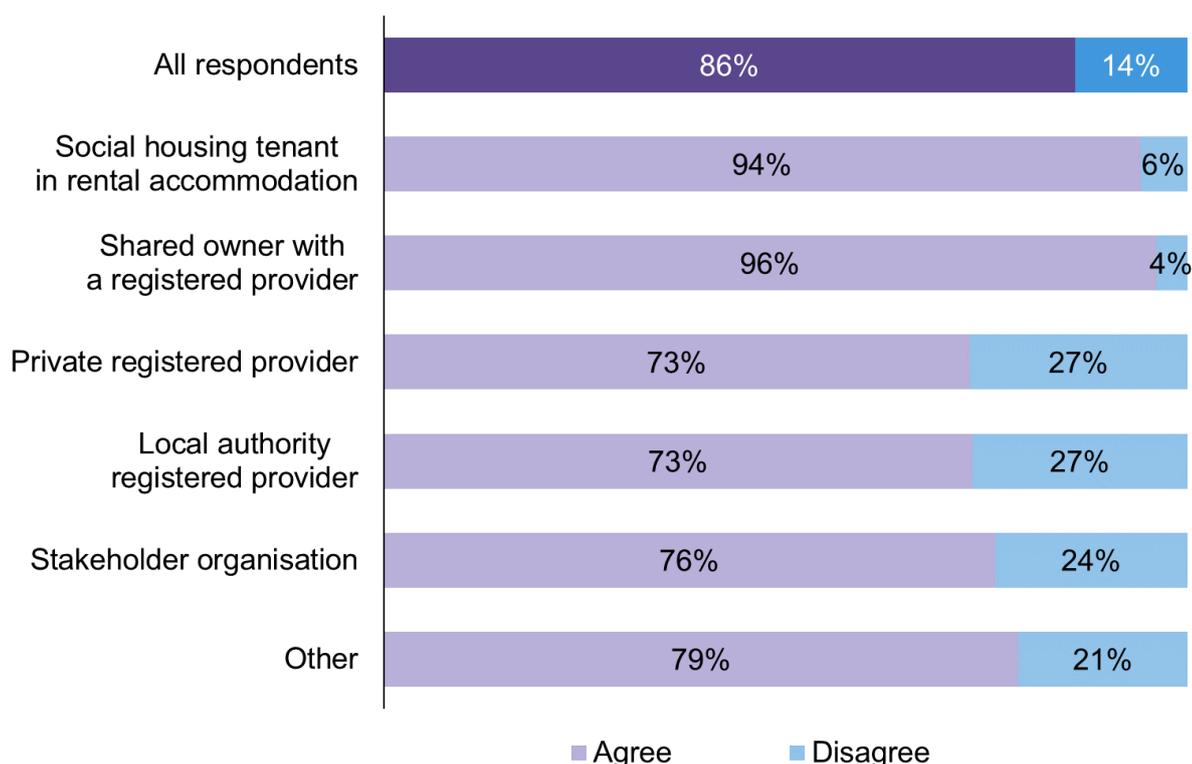
Question 3. There are four proposed TSMs under the theme of Keeping Properties in Good Repair (RP01 Homes that do not meet the Decent Homes Standard; RP02 Repairs completed within target timescale; TP02 Satisfaction with repairs; TP03 Satisfaction with time taken to complete most recent repair). Overall, do you think they give a well-rounded view of performance under this theme?

Table 3. Overview of responses to Question 3

	Total number of responses	Yes		No	
		%	Number	%	Number
Total	**998**	**78%**	**779**	**22%**	**219**
Social housing tenant in rental accommodation	550	82%	450	18%	100
Shared owner with a registered provider	25	96%	24	4%	1
Private registered provider	165	69%	114	31%	51
Local authority registered provider	116	74%	86	26%	30
Stakeholder organisation	47	70%	33	30%	14
Other	95	76%	72	24%	23

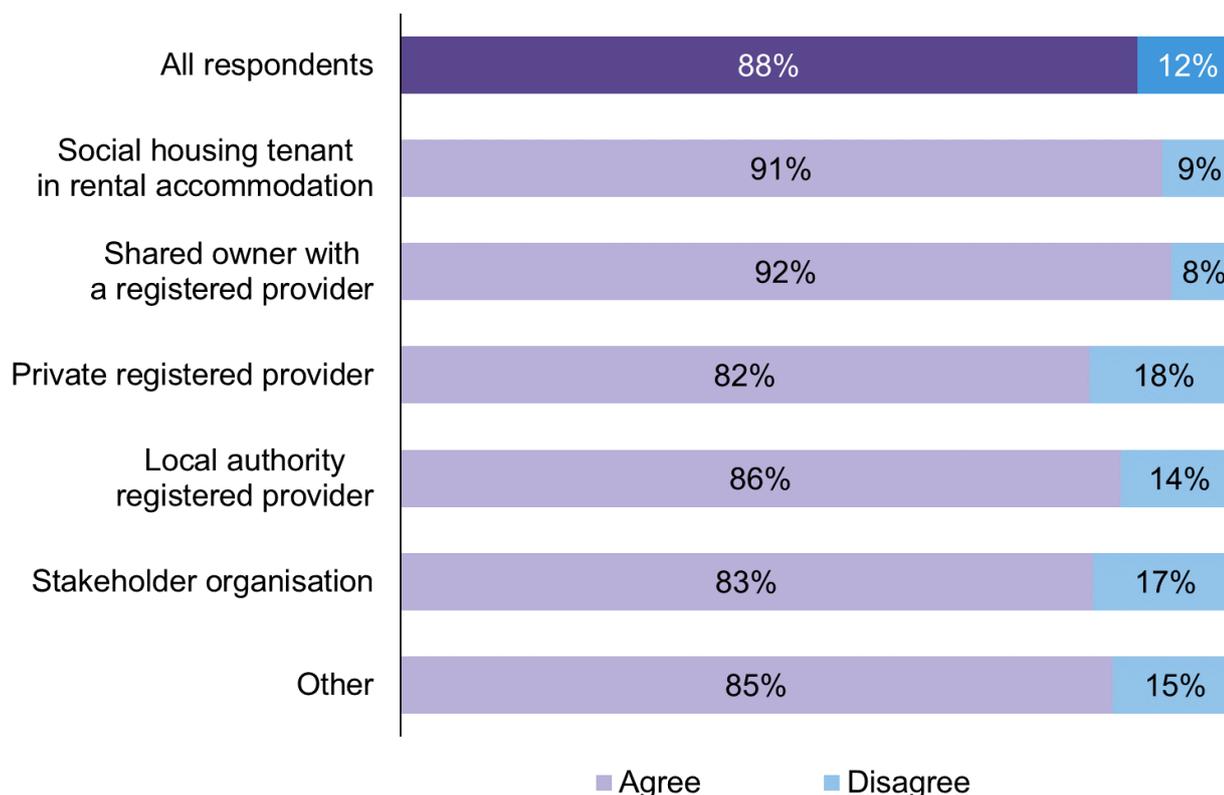**Chart 3. Overview of responses to Question 3**
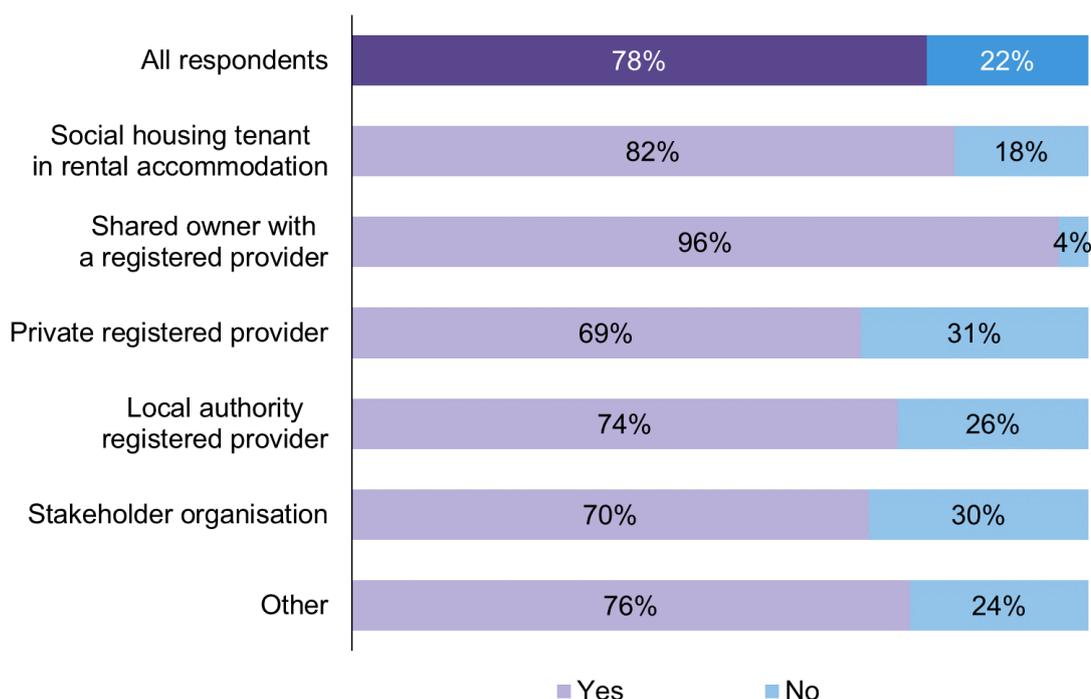
Question 4. Do you agree with the proposal to use the individual homes for which the relevant safety checks have been carried out as the basis for the following Maintaining Building Safety TSMs: BS01 Gas safety checks; BS02 Fire safety checks; BS03 Asbestos safety checks; BS04 Water safety checks; BS05 Lift safety checks?

Table 4. Overview of responses to Question 4

	Total number of responses	Agree		Disagree	
		%	Number	%	Number
Total	**986**	**88%**	**867**	**12%**	**119**
Social housing tenant in rental accommodation	539	91%	490	9%	49
Shared owner with a registered provider	25	92%	23	8%	2
Private registered provider	169	82%	139	18%	30
Local authority registered provider	114	86%	98	14%	16
Stakeholder organisation	46	83%	38	17%	8
Other	93	85%	79	15%	14

Chart 4. Overview of responses to Question 4

All respondents — Agree 88%, Disagree 12%
Social housing tenant in rental accommodation — Agree 91%, Disagree 9%
Shared owner with a registered provider — Agree 92%, Disagree 8%
Private registered provider — Agree 82%, Disagree 18%
Local authority registered provider — Agree 86%, Disagree 14%
Stakeholder organisation — Agree 83%, Disagree 17%
Other — Agree 85%, Disagree 15%

■ Agree ■ Disagree

Question 5. There are six proposed TSMs under the theme of Maintaining Building Safety (BS01 Gas safety checks; BS02 Fire safety checks; BS03 Asbestos safety checks; BS04 Water safety checks; BS05 Lift safety checks; TP04 Satisfaction that the home is well maintained and safe to live in). Overall, do you think they give a well-rounded picture of performance under this theme?

Table 5. Overview of responses to Question 5

	Total number of responses	Yes		No	
		%	Number	%	Number
Total	**974**	**78%**	**762**	**22%**	**212**
Social housing tenant in rental accommodation	533	82%	437	18%	96
Shared owner with a registered provider	24	96%	23	4%	1
Private registered provider	167	69%	115	31%	52
Local authority registered provider	112	74%	83	26%	29
Stakeholder organisation	47	75%	35	26%	12
Other	91	76%	69	24%	22

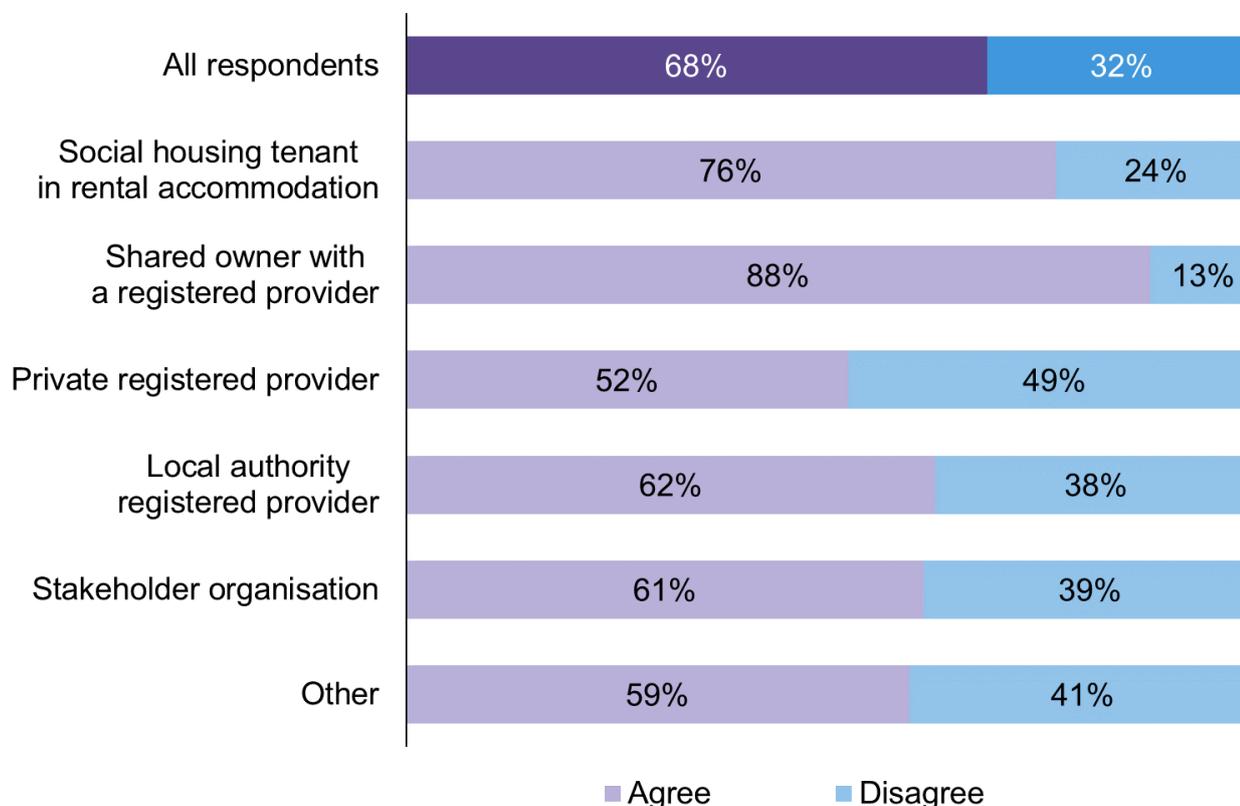### Chart 5. Overview of responses to Question 5
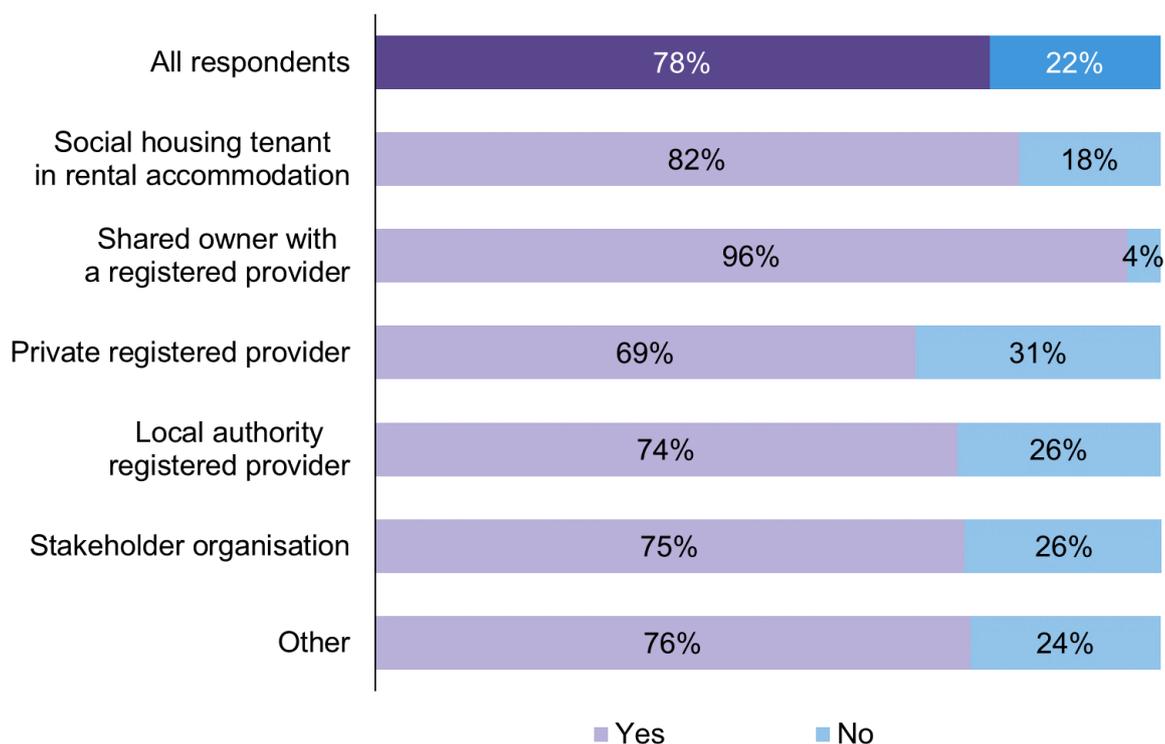
Question 6. Do you agree with the proposal that TP11 Satisfaction with the landlord's approach to handling of complaints is measured by a perception survey?

Table 6. Overview of responses to Question 6

	Total number of responses	Agree		Disagree	
		%	Number	%	Number
Total	**972**	**68%**	**664**	**32%**	**308**
Social housing tenant in rental accommodation	526	76%	402	24%	124
Shared owner with a registered provider	24	88%	21	13%	3
Private registered provider	169	52%	87	49%	82
Local authority registered provider	114	62%	71	38%	43
Stakeholder organisation	46	61%	28	39%	18
Other	93	59%	55	41%	38

Chart 6. Overview of responses to Question 6

|	Agree	Disagree
All respondents	68%	32%
Social housing tenant in rental accommodation	76%	24%
Shared owner with a registered provider	88%	13%
Private registered provider	52%	49%
Local authority registered provider	62%	38%
Stakeholder organisation	61%	39%
Other	59%	41%

■ Agree   ■ Disagree

Question 7. There are four proposed TSMs under the theme of Effective Handling of Complaints (CH01 Complaints relative to the size of the landlord; CH02 Complaints responded to within Complaint Handling Code timescales; TP11 Satisfaction with the landlord's approach to handling of complaints; TP12 Tenant knowledge of how to make a complaint). Overall, do you think they give a well-rounded picture of performance under this theme?

Table 7. Overview of responses to Question 7

	Total number of responses	Yes		No	
		%	Number	%	Number
Total	**973**	**75%**	**734**	**25%**	**239**
Social housing tenant in rental accommodation	525	79%	412	22%	113
Shared owner with a registered provider	24	83%	20	17%	4
Private registered provider	169	70%	119	30%	50
Local authority registered provider	115	73%	84	27%	31
Stakeholder organisation	47	66%	31	34%	16
Other	93	73%	68	27%	25

### Chart 7. Overview of responses to Question 7
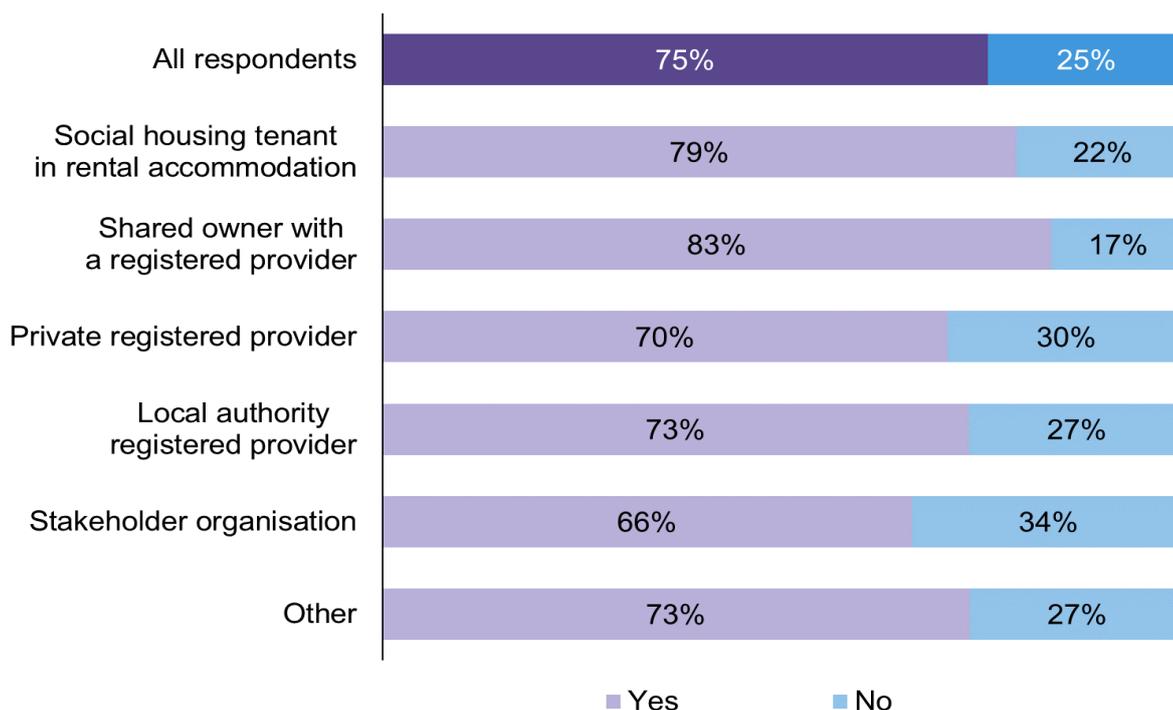
Question 8. There are three proposed TSMs under the theme of Respectful and Helpful Engagement (TP05 Satisfaction that the landlord listens to tenant views and acts upon them; TP06 Satisfaction that the landlord keeps tenants informed about things that matter to them; TP07 Agreement that the landlord treats tenants fairly and with respect). Overall, do you think they give a well-rounded picture of performance under this theme?

Table 8. Overview of responses to Question 8

	Total number of responses	Yes		No	
		%	Number	%	Number
Total	**960**	**77%**	**738**	**23%**	**222**
Social housing tenant in rental accommodation	509	79%	400	21%	109
Shared owner with a registered provider	24	92%	22	8%	2
Private registered provider	171	76%	130	24%	41
Local authority registered provider	115	78%	90	22%	25
Stakeholder organisation	48	73%	35	27%	13
Other	93	66%	61	34%	32

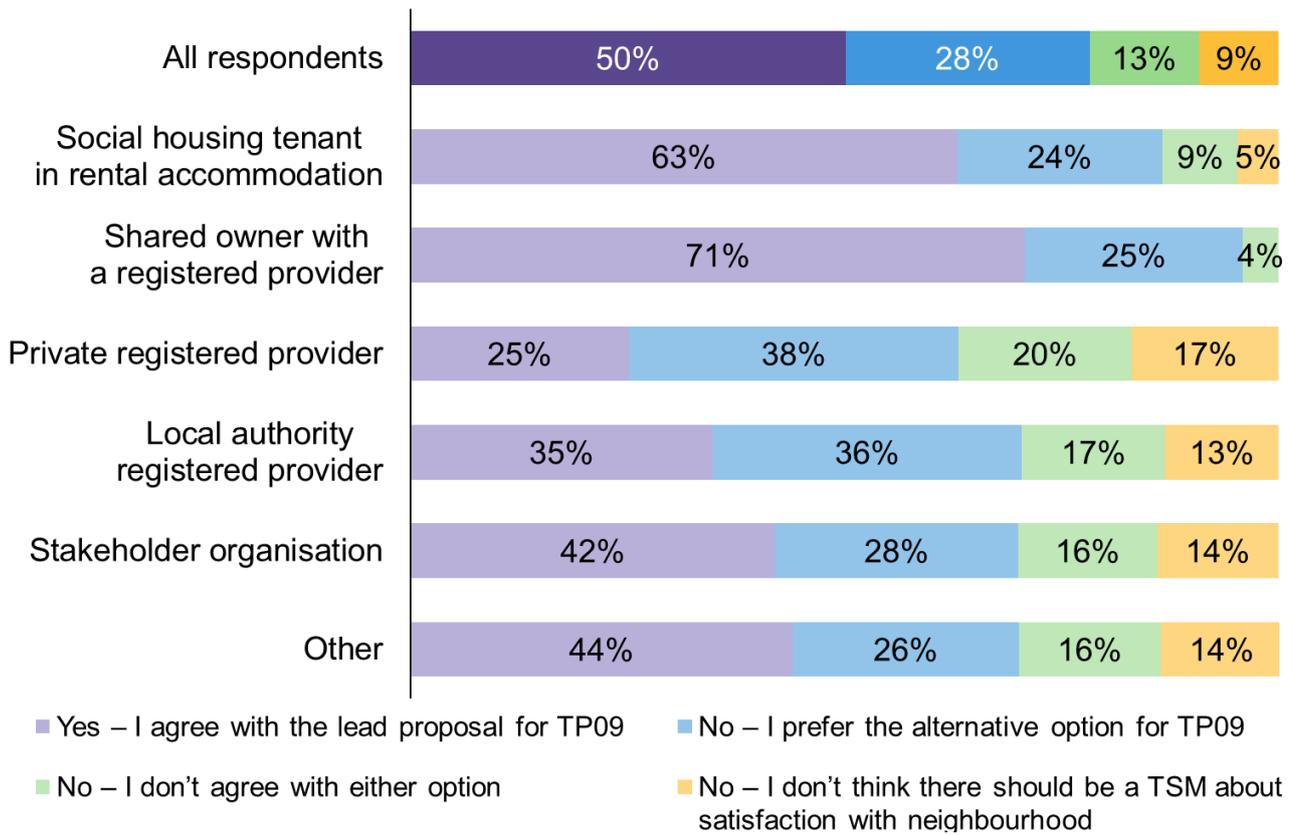**Chart 8. Overview of responses to Question 8**
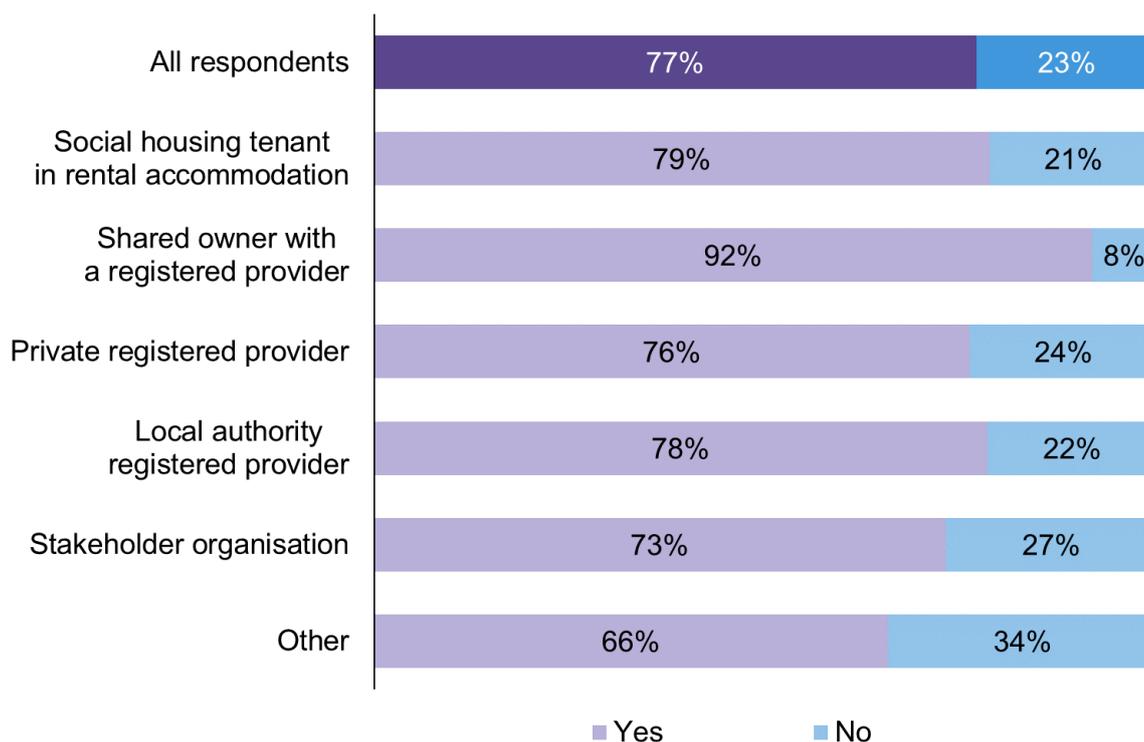
Question 9. For the TSM relating to satisfaction with the neighbourhood, we have presented a lead proposal and an alternative option. Do you agree with the lead proposal that TP09 is Satisfaction that the landlord makes a positive contribution to neighbourhoods?

Table 9. Overview of responses to Question 9

	Total number of responses	Yes – I agree with the lead proposal for TP09 which is: Satisfaction that the landlord makes a positive contribution to neighbourhoods.		No – I prefer the alternative option for TP09 which is: Satisfaction with your neighbourhood as a place to live		No – I don't agree with either option		No - I don't think there should be a TSM about satisfaction with the neighbourhood in the suite of TSMs	
		%	Number	%	Number	%	Number	%	Number
Total	960	50%	481	28%	270	13%	121	9%	88
Social housing tenant in rental accommodation	508	63%	320	24%	120	9%	44	5%	24
Shared owner with a registered provider	24	71%	17	25%	6	4%	1	0%	0
Private registered provider	171	25%	43	38%	65	20%	34	17%	29
Local authority registered provider	115	35%	40	36%	41	17%	19	13%	15
Stakeholder organisation	50	42%	21	28%	14	16%	8	14%	7
Other	92	44%	40	26%	24	16%	15	14%	13

Chart 9. Overview of responses to Question 9

Category	Yes – I agree with the lead proposal for TP09	No – I prefer the alternative option for TP09	No – I don't agree with either option	No – I don't think there should be a TSM about satisfaction with neighbourhood
All respondents	50%	28%	13%	9%
Social housing tenant in rental accommodation	63%	24%	9%	5%
Shared owner with a registered provider	71%	25%		4%
Private registered provider	25%	38%	20%	17%
Local authority registered provider	35%	36%	17%	13%
Stakeholder organisation	42%	28%	16%	14%
Other	44%	26%	16%	14%

■ Yes – I agree with the lead proposal for TP09   ■ No – I prefer the alternative option for TP09

■ No – I don't agree with either option   ■ No – I don't think there should be a TSM about satisfaction with neighbourhood

Question 10. Do you agree with the proposal that TP10 about satisfaction with the landlord's approach to handling of anti-social behaviour is measured by a perception survey?

Table 10. Overview of responses to Question 10

	Total number of responses	Agree		Disagree	
		%	Number	%	Number
Total	**953**	**71%**	**673**	**29%**	**280**
Social housing tenant in rental accommodation	504	75%	378	25%	126
Shared owner with a registered provider	24	96%	23	4%	1
Private registered provider	170	57%	97	43%	73
Local authority registered provider	115	68%	78	32%	37
Stakeholder organisation	48	71%	34	29%	14
Other	92	69%	63	32%	29

Chart 10. Overview of responses to Question 10

|	Agree	Disagree
All respondents	71%	29%
Social housing tenant in rental accommodation	75%	25%
Shared owner with a registered provider	96%	4%
Private registered provider	57%	43%
Local authority registered provider	68%	32%
Stakeholder organisation	71%	29%
Other	69%	32%

■ Agree   ■ Disagree
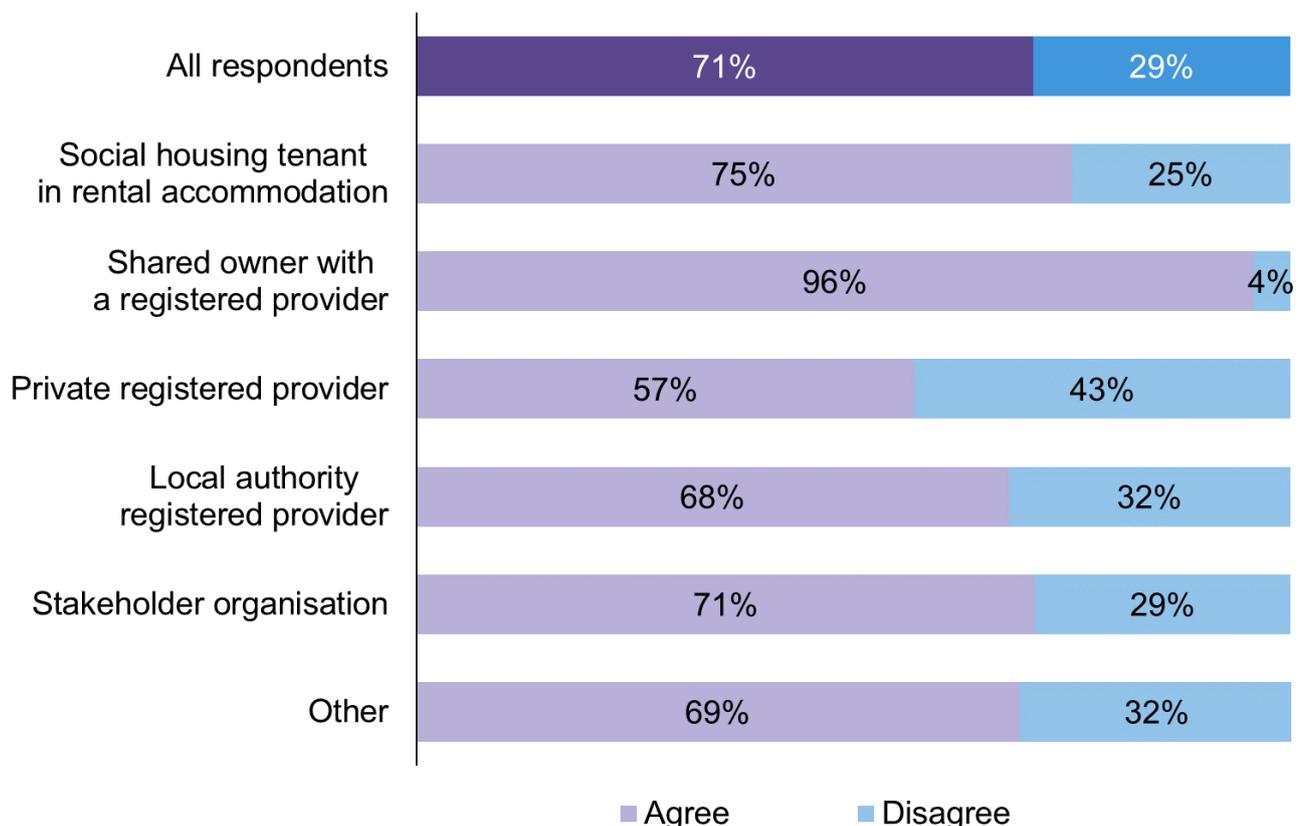
Question 11. There are four proposed TSMs under the theme of Responsible Neighbourhood Management (NM01 Anti-social behaviour cases relative to the size of the landlord; TP08 Satisfaction that the landlord keeps communal areas clean, safe and well maintained; TP09 Satisfaction that the landlord makes a positive contribution to neighbourhoods; TP10 Satisfaction with the landlord's approach to handling of anti-social behaviour). Overall, do you think they give a well-rounded picture of performance under this theme?

Table 11. Overview of responses to Question 11

	Total number of responses	Yes		No	
		%	Number	%	Number
Total	**943**	**71%**	**669**	**29%**	**274**
Social housing tenant in rental accommodation	498	79%	395	21%	103
Shared owner with a registered provider	24	92%	22	8%	2
Private registered provider	167	54%	90	46%	77
Local authority registered provider	114	66%	75	34%	39
Stakeholder organisation	48	60%	29	40%	19
Other	92	63%	58	37%	34

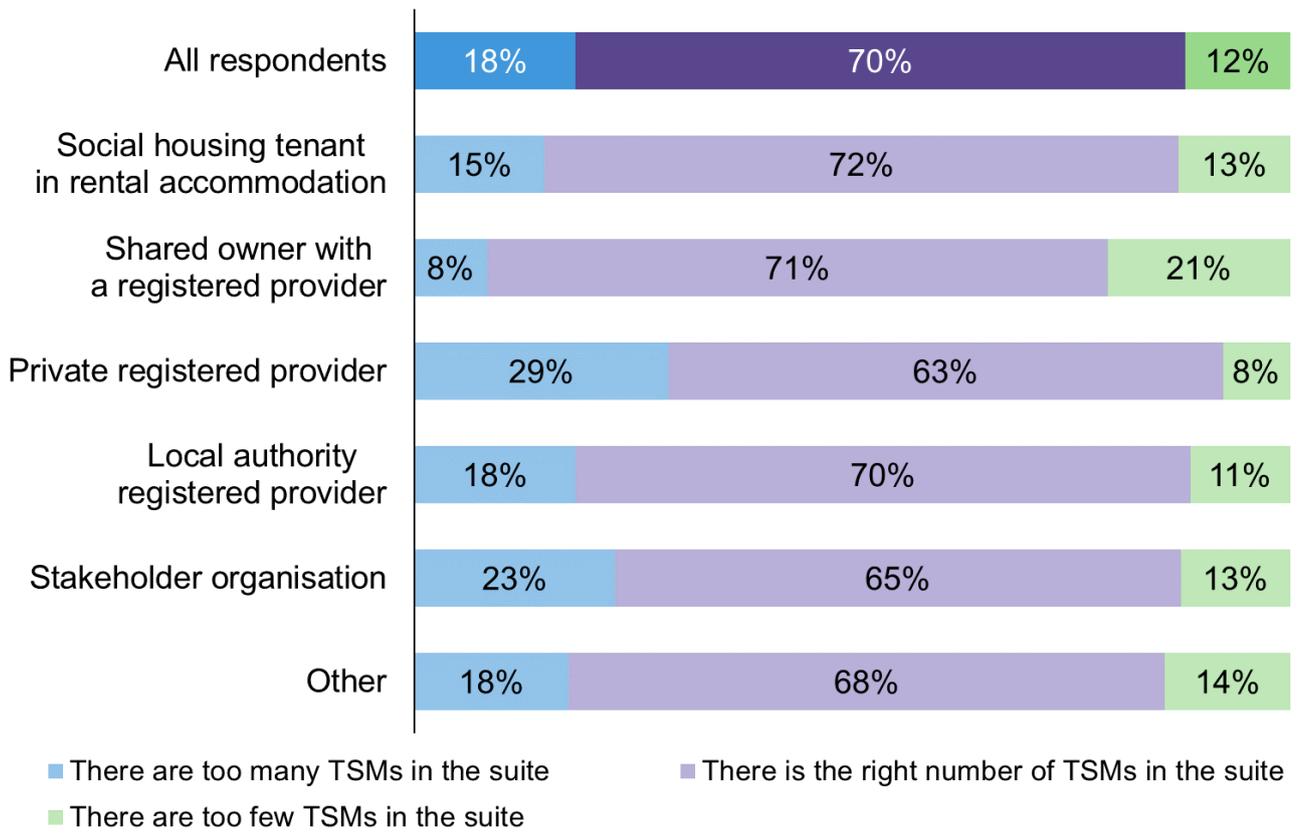**Chart 11. Overview of responses to Question 11**
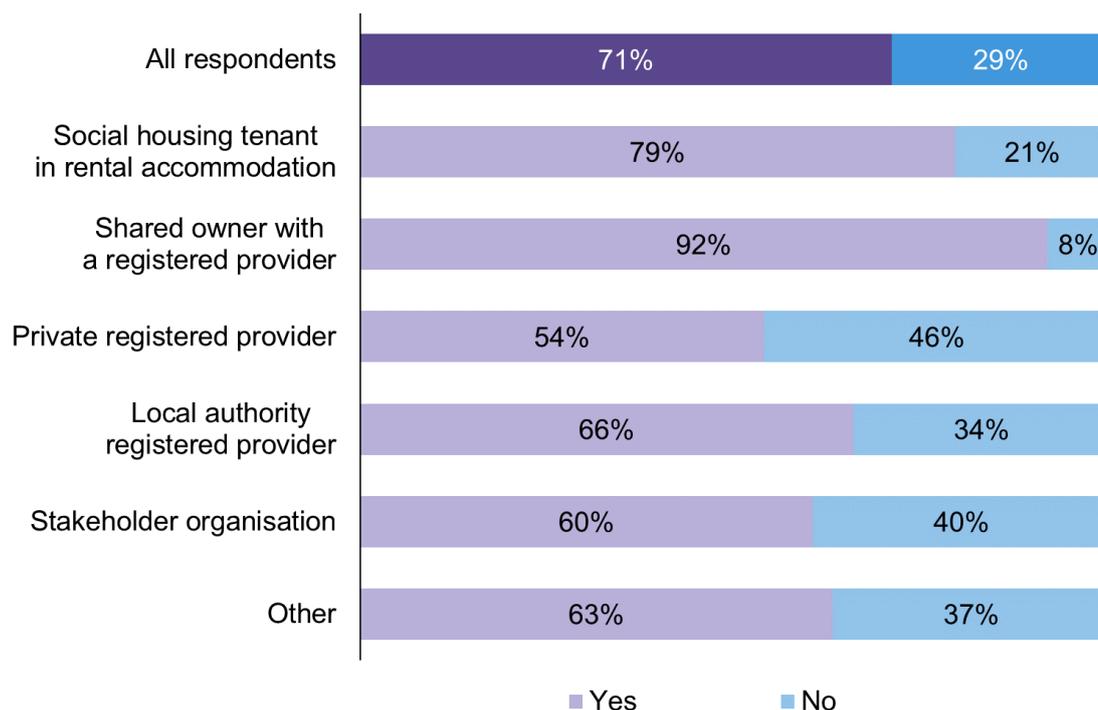
Question 12a. Please tell us your views on the number of TSMs by selecting one of the following options:

- There are too many TSMs in the suite
- There is the right number of TSMs in the suite.
- There are too few TSMs in the suite

Table 12a. Overview of responses to Question 12a

	Total number of responses (n)	There are too many TSMs in the suite		There is the right number of TSMs in the suite		There are too few TSMs in the suite	
		%	**Number**	**%**	**Number**	**%**	**Number**
Total	**917**	**18%**	**169**	**70%**	**638**	**12%**	**110**
Social housing tenant in rental accommodation	471	15%	70	72%	341	13%	60
Shared owner with a registered provider	24	8%	2	71%	17	21%	5
Private registered provider	169	29%	49	63%	107	8%	13
Local authority registered provider	114	18%	21	70%	80	11%	13
Stakeholder organisation	48	23%	11	65%	31	13%	6
Other	91	18%	16	68%	62	14%	13

Chart 12a. Overview of responses to Question 12a

Category	There are too many TSMs	There is the right number	There are too few TSMs
All respondents	18%	70%	12%
Social housing tenant in rental accommodation	15%	72%	13%
Shared owner with a registered provider	8%	71%	21%
Private registered provider	29%	63%	8%
Local authority registered provider	18%	70%	11%
Stakeholder organisation	23%	65%	13%
Other	18%	68%	14%

■ There are too many TSMs in the suite ■ There is the right number of TSMs in the suite
■ There are too few TSMs in the suite

Question 12b. Do you think there are any TSMs that should be added to or removed from the final suite of TSMs?

Table 12b. Overview of responses to Question 12b

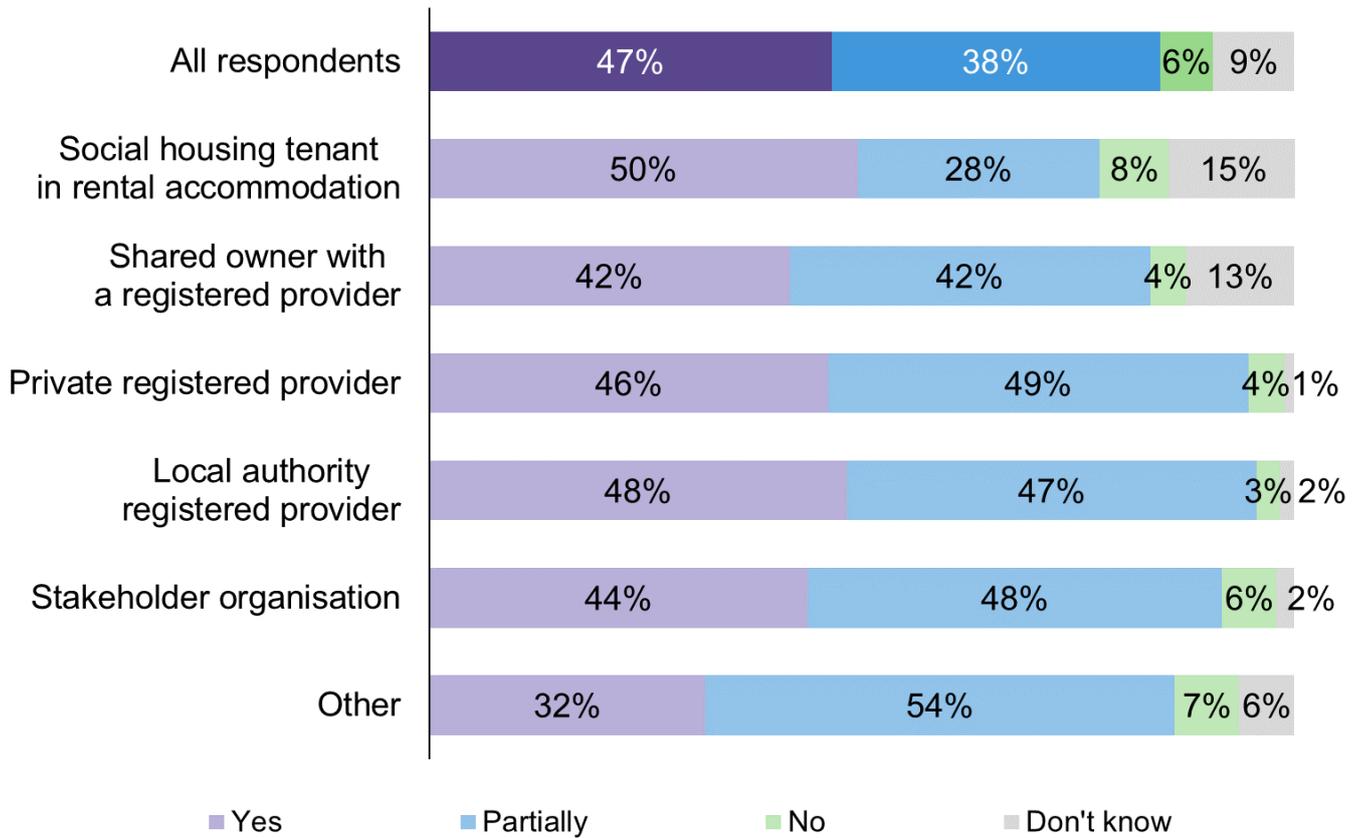|	Total number of responses	Yes		No	
		%	Number	%	Number
Total	**897**	**44%**	**393**	**56%**	**504**
Social housing tenant in rental accommodation	453	25%	114	75%	339
Shared owner with a registered provider	23	26%	6	74%	17
Private registered provider	171	71%	121	29%	50
Local authority registered provider	115	57%	66	43%	49
Stakeholder organisation	48	69%	33	31%	15
Other	87	61%	53	39%	34

Chart 12b. Overview of responses to Question 12b
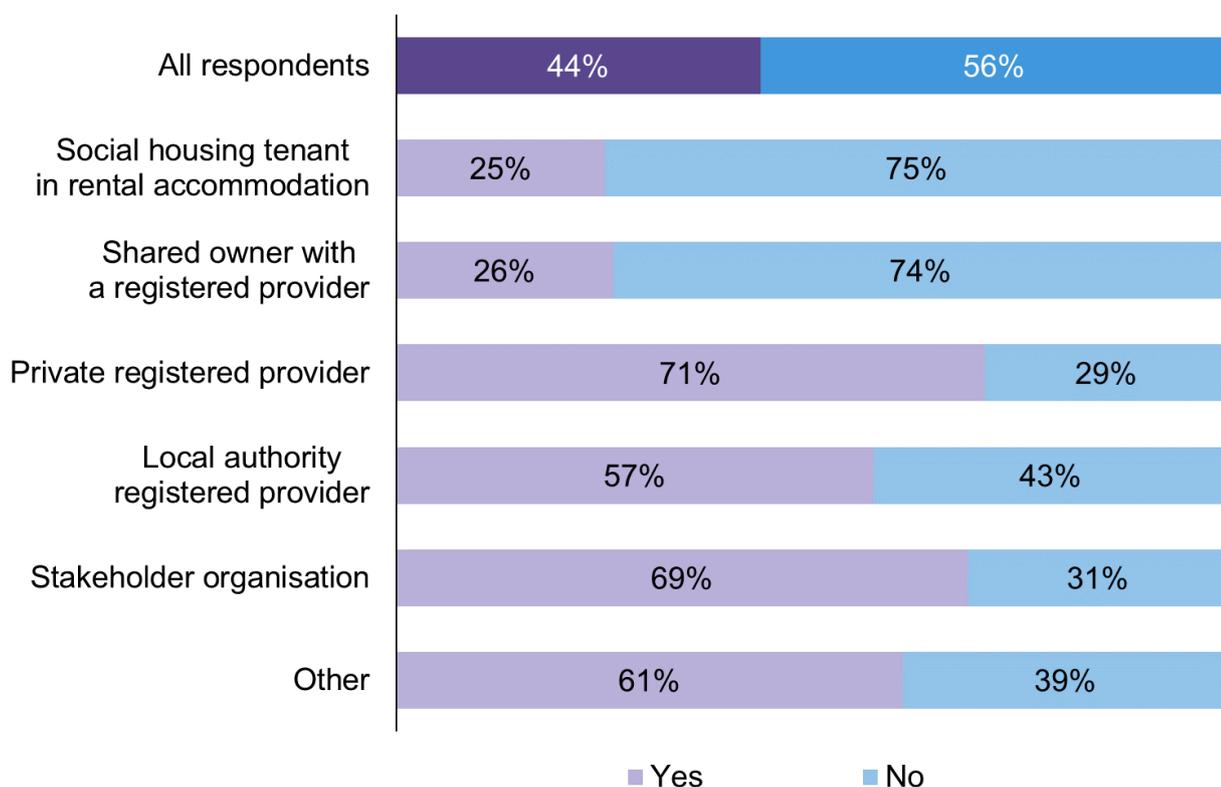
Question 12c. Overall, do you think the suite of TSMs works well as a whole in providing rounded information to tenants about their landlord's performance?

Table 12c. Overview of responses to Question 12c

	Total number of responses (n)	Yes		Partially		No		Don't know	
		%	Number	%	Number	%	Number	%	Number
Total	**958**	**47%**	**446**	**38%**	**363**	**6%**	**59**	**9%**	**90**
Social housing tenant in rental accommodation	507	50%	251	28%	142	8%	38	15%	76
Shared owner with a registered provider	24	42%	10	42%	10	4%	1	13%	3
Private registered provider	169	46%	78	49%	82	4%	7	1%	2
Local authority registered provider	116	48%	56	47%	55	3%	3	2%	2
Stakeholder organisation	48	44%	21	48%	23	6%	3	2%	1
Other	94	32%	30	54%	51	7%	7	6%	6

Chart 12c. Overview of responses to Question 12c

	Yes	Partially	No	Don't know
All respondents	47%	38%	6%	9%
Social housing tenant in rental accommodation	50%	28%	8%	15%
Shared owner with a registered provider	42%	42%	4%	13%
Private registered provider	46%	49%	4%	1%
Local authority registered provider	48%	47%	3%	2%
Stakeholder organisation	44%	48%	6%	2%
Other	32%	54%	7%	6%

- Yes
- Partially
- No
- Don't know

Question 13. Chapter 9 of the consultation document covers some general requirements that apply to all TSMs, which are addressed in more detail in *Tenant Satisfaction Measures: Technical Requirements*. These include how providers should collect and report the TSMs, the types of homes that should be included, as well as the time period over which data should be reported. Do you agree with these proposals?

Table 13. Overview of responses to Question 13

	Total number of responses	Agree		Disagree	
		%	Number	%	Number
Total	**915**	**82%**	**754**	**18%**	**161**
Social housing tenant in rental accommodation	473	88%	418	12%	55
Shared owner with a registered provider	24	88%	21	13%	3
Private registered provider	170	70%	119	30%	51
Local authority registered provider	114	85%	97	15%	17
Stakeholder organisation	46	72%	33	28%	13
Other	88	75%	66	25%	22

Chart 13. Overview of responses to Question 13

|	Agree	Disagree
All respondents	82%	18%
Social housing tenant in rental accommodation	88%	12%
Shared owner with a registered provider	88%	13%
Private registered provider	70%	30%
Local authority registered provider	85%	15%
Stakeholder organisation	72%	28%
Other	75%	25%

■ Agree   ■ Disagree
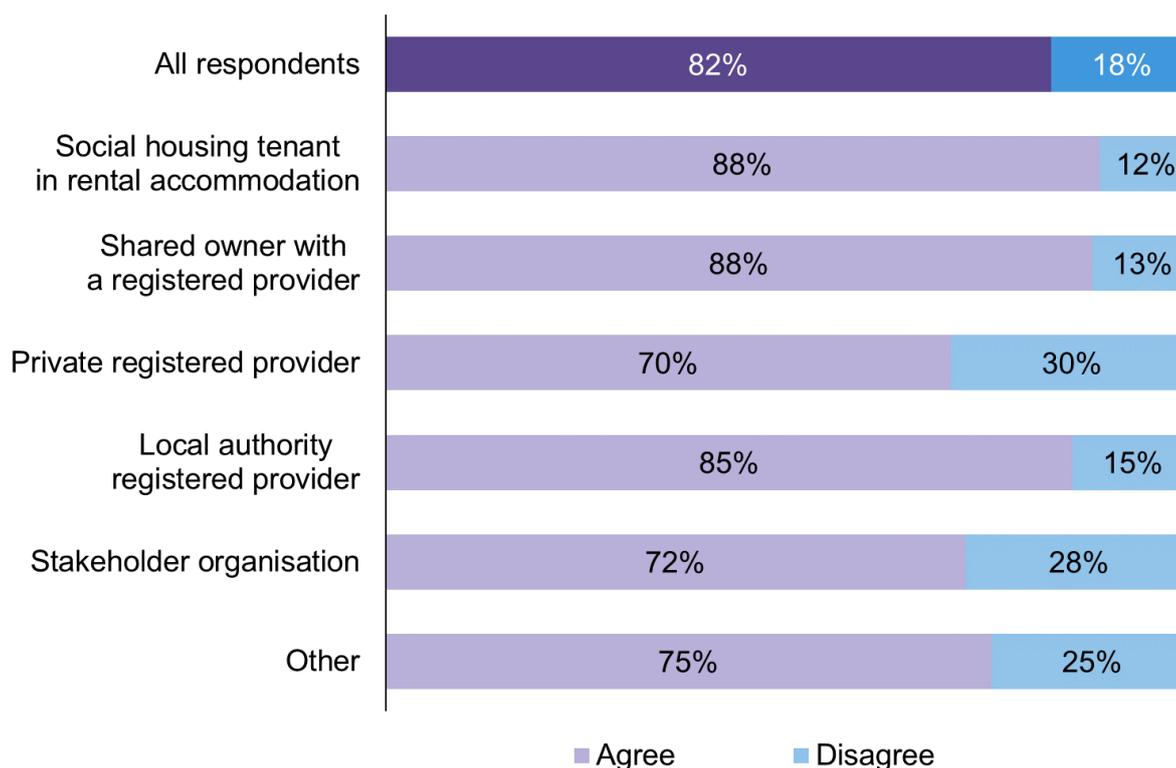
Question 14. We propose to allow providers to choose the most appropriate survey collection method (e.g., postal, by phone, online etc.) to obtain data for the tenant perception measures TP01-TP12. Do you agree with this proposal?

Table 14. Overview of responses to Question 14

	Total number of responses	Agree		Disagree	
		%	Number	%	Number
Total	**927**	**79%**	**730**	**21%**	**197**
Social housing tenant in rental accommodation	482	80%	384	20%	98
Shared owner with a registered provider	24	79%	19	21%	5
Private registered provider	173	80%	138	20%	35
Local authority registered provider	115	81%	93	19%	22
Stakeholder organisation	44	77%	34	23%	10
Other	89	70%	62	30%	27

Chart 14. Overview of responses to Question 14
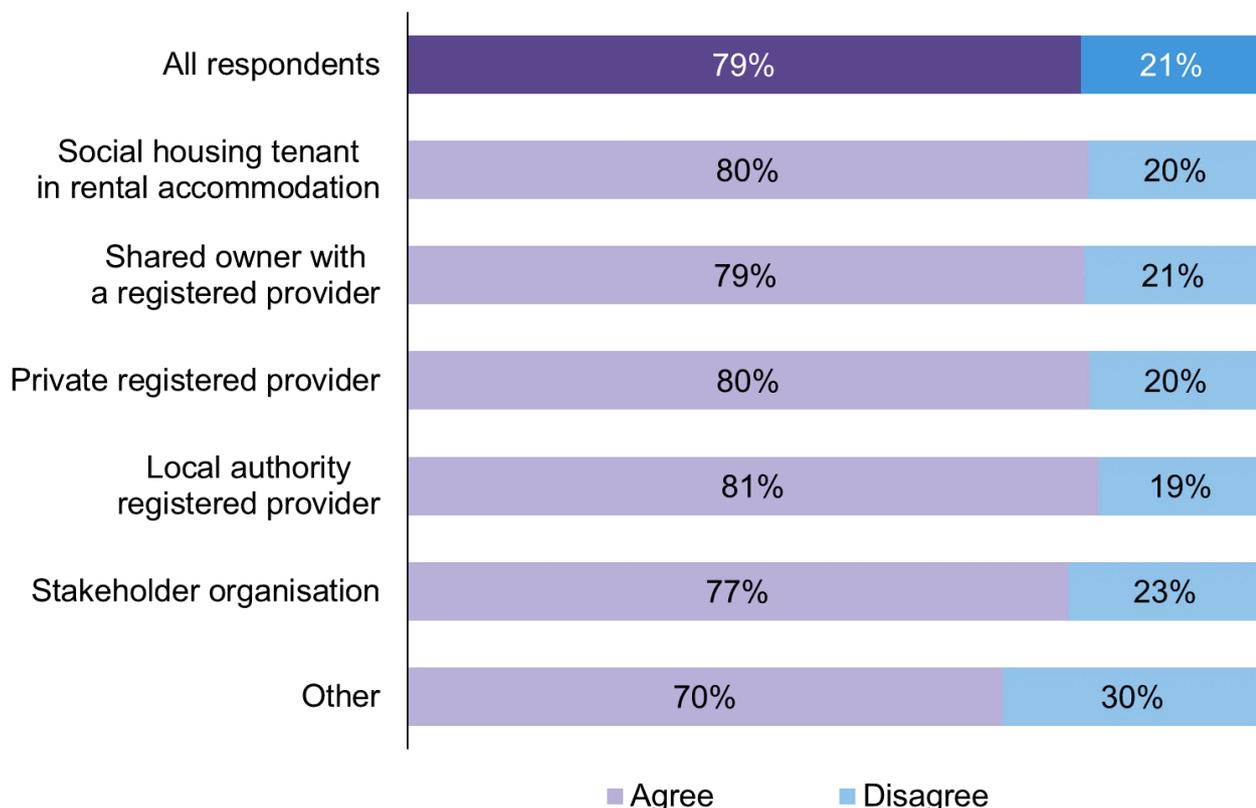
Question 15. Chapter 10 of the consultation document covers some requirements that apply to the TSMs which are tenant perception measures (TP01-TP12). These requirements are addressed in more detail in *Tenant Satisfaction Measures: Tenant Survey Requirements*. The requirements include survey type, survey timing, response options and who is to be surveyed. Do you agree with these requirements?

Table 15. Overview of responses to Question 15

	Total number of responses	Agree		Disagree	
		%	Number	%	Number
Total	**892**	**83%**	**739**	**17%**	**153**
Social housing tenant in rental accommodation	465	90%	418	10%	47
Shared owner with a registered provider	23	87%	20	13%	3
Private registered provider	164	70%	114	31%	50
Local authority registered provider	114	78%	89	22%	25
Stakeholder organisation	43	79%	34	21%	9
Other	83	77%	64	23%	19

## Chart 15. Overview of responses to Question 15
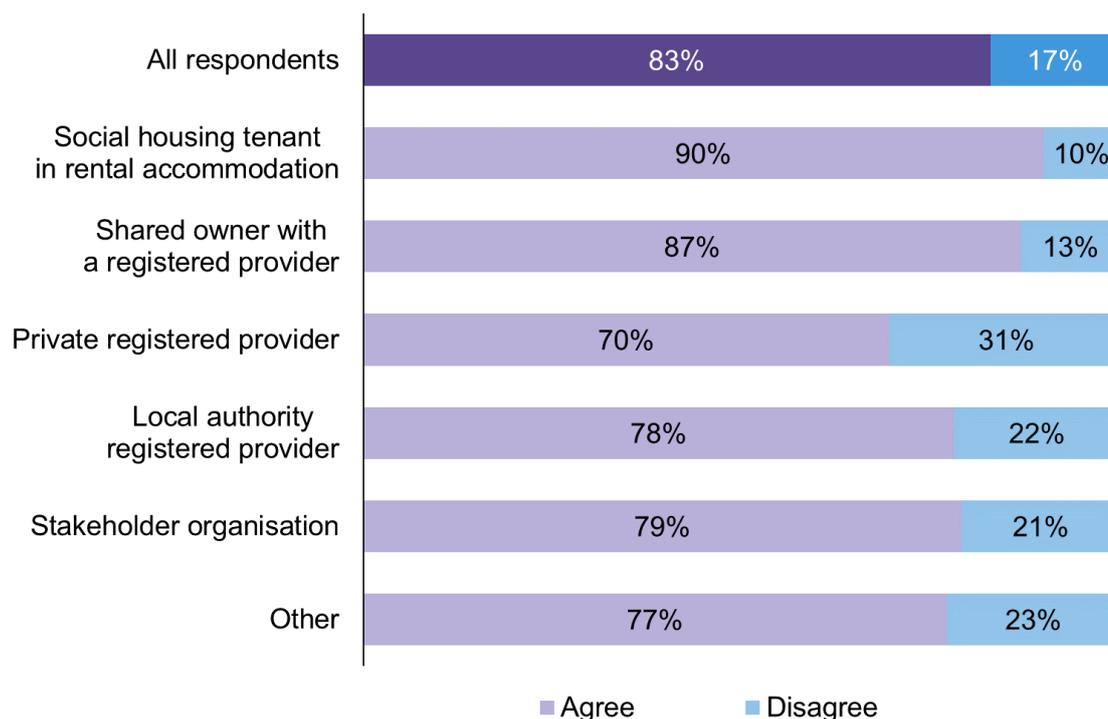
Question 16. We propose to tailor our TSM requirements for registered providers that own fewer than 1,000 relevant homes. This includes not requiring them to submit TSM data to the regulator, allowing them to collect and report TSMs annually according to a reporting year other than 1 April to 31 March and allowing them to undertake a census tenant perception survey. Do you agree with this approach?

Table 16. Overview of responses to Question 16

	Total number of responses	Agree		Disagree	
		%	Number	%	Number
Total	**885**	**71%**	**624**	**30%**	**261**
Social housing tenant in rental accommodation	474	68%	320	33%	154
Shared owner with a registered provider	23	61%	14	39%	9
Private registered provider	156	79%	123	21%	33
Local authority registered provider	107	76%	81	24%	26
Stakeholder organisation	46	72%	33	28%	13
Other	79	67%	53	33%	26

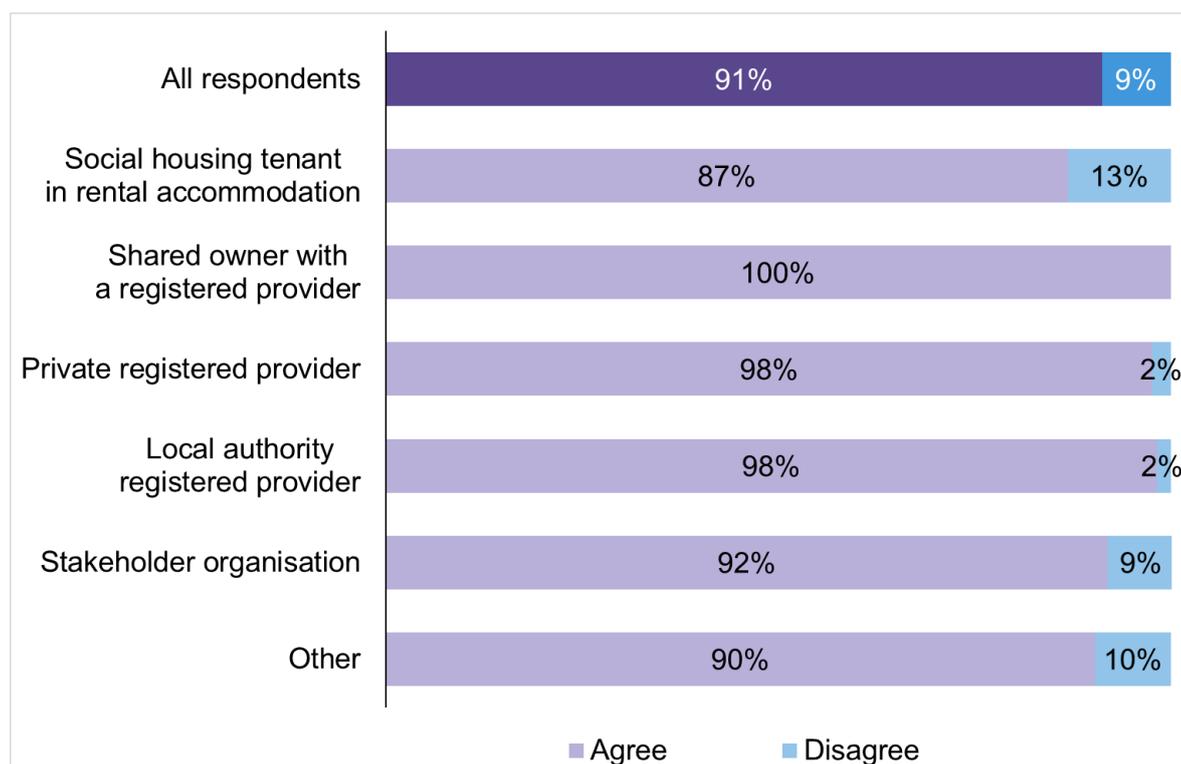**Chart 16. Overview of responses to Question 16**
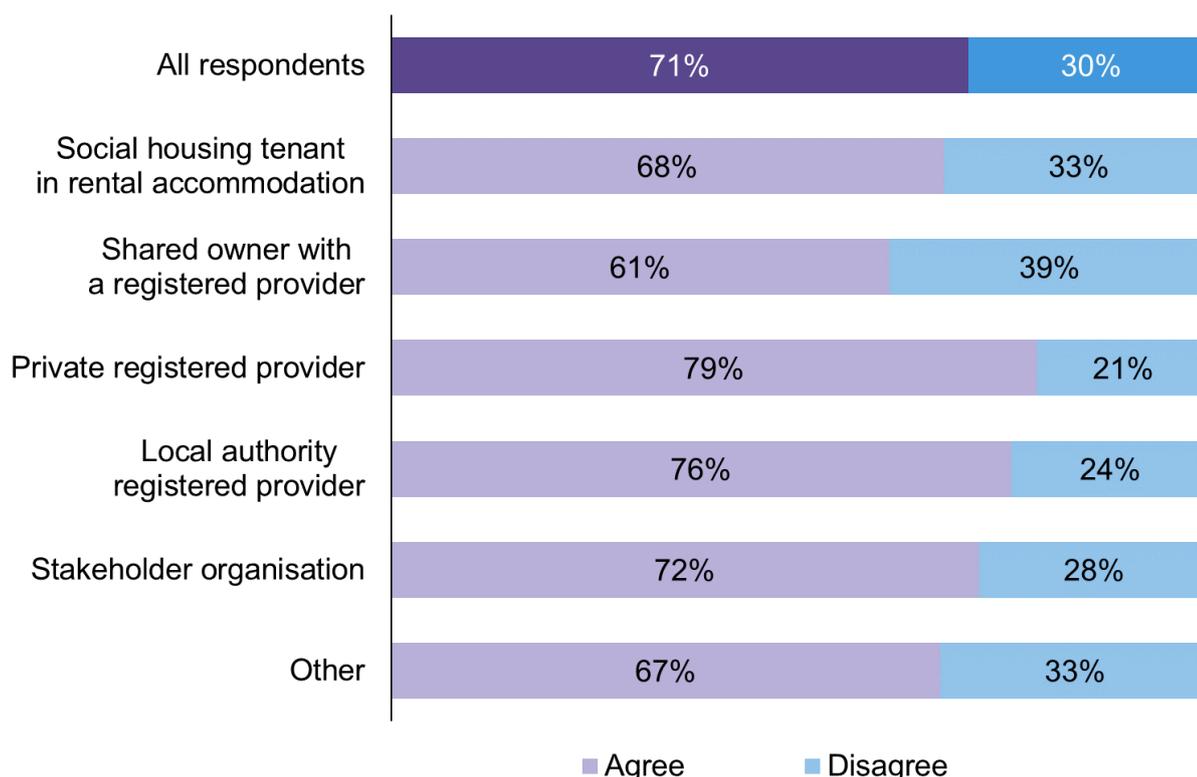
Question 17. Chapter 13 of the consultation document covers our proposed guidance about the submission of information to the regulator in relation to the TSMs. This includes generally not using TSM information as a source of regulatory intelligence in isolation, but rather as information we may take into account alongside other sources. Do you agree with this proposed approach?

Table 17. Overview of responses to Question 17

|	Total number of responses	Agree		Disagree	
		%	Number	%	Number
Total	**906**	**91%**	**827**	**9%**	**79**
Social housing tenant in rental accommodation	467	87%	406	13%	61
Shared owner with a registered provider	23	100%	23	-	0
Private registered provider	173	98%	169	2%	4
Local authority registered provider	113	98%	111	2%	2
Stakeholder organisation	47	92%	43	9%	4
Other	83	90%	75	10%	8

Chart 17. Overview of responses to Question 17

Question 18. Do you agree with our conclusions in the draft Regulatory Impact Assessment?

Table 18. Overview of responses to Question 18

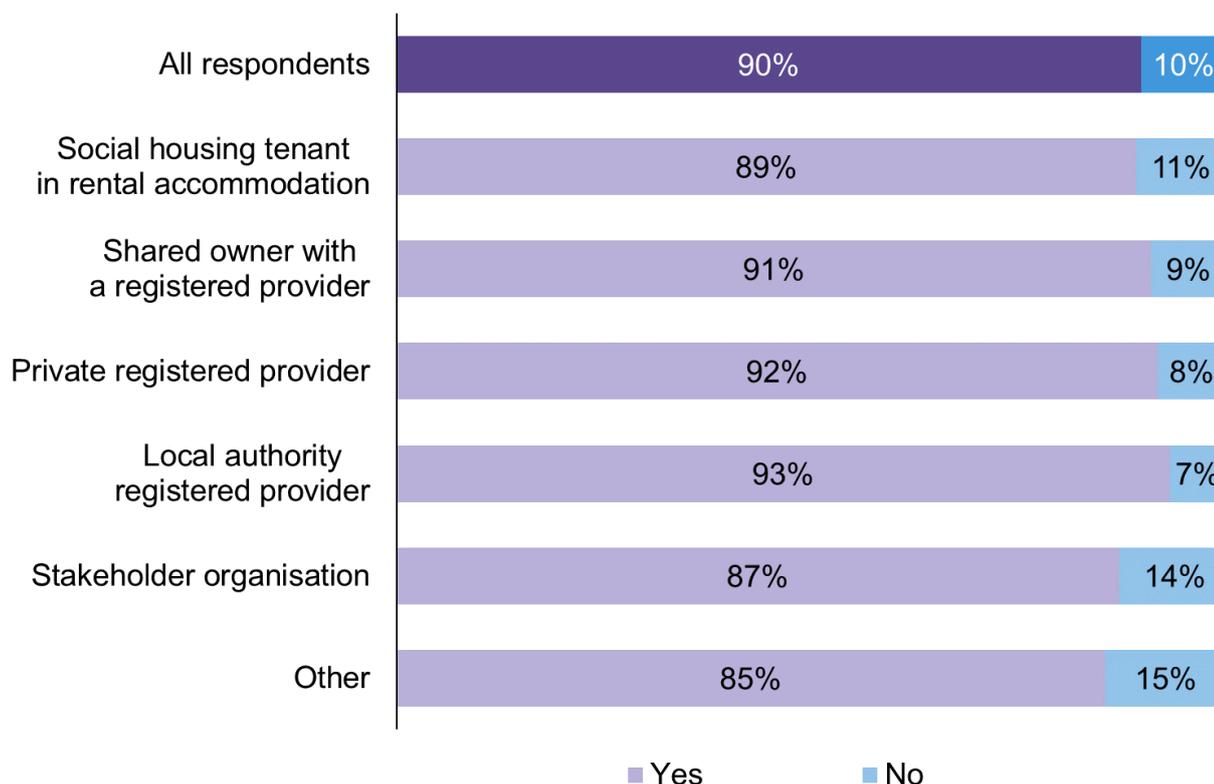|	Total number of responses	Yes		No	
		%	Number	%	Number
Total	**845**	**87%**	**735**	**13%**	**110**
Social housing tenant in rental accommodation	461	88%	407	12%	54
Shared owner with a registered provider	22	91%	20	9%	2
Private registered provider	150	86%	129	14%	21
Local authority registered provider	103	85%	88	15%	15
Stakeholder organisation	35	80%	28	20%	7
Other	74	85%	63	15%	11

Chart 18. Overview of responses to Question 18
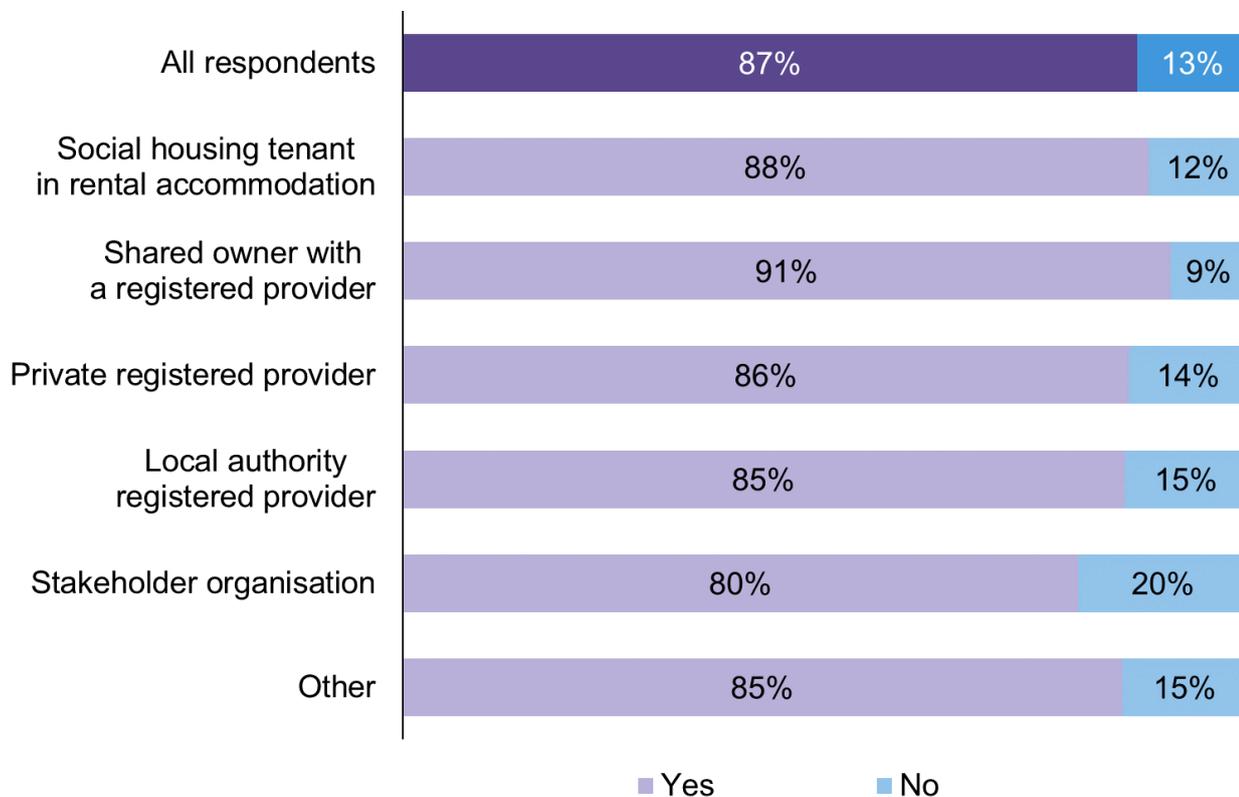
Question 19. Do you agree with our conclusions in the draft Equality Impact Assessment? The regulator particularly welcomes views on whether the proposals will have a positive or negative impact on people who share one or more protected characteristics (as set out in the Equality Act 2010).

Table 19. Overview of responses to Question 19

	Total number of responses	Yes		No	
		%	Number	%	Number
Total	**821**	**90%**	**736**	**10%**	**85**
Social housing tenant in rental accommodation	441	89%	393	11%	48
Shared owner with a registered provider	22	91%	20	9%	2
Private registered provider	144	92%	132	8%	12
Local authority registered provider	102	93%	95	7%	7
Stakeholder organisation	37	87%	32	14%	5
Other	75	85%	64	15%	11

Chart 19. Overview of responses to Question 19

Category	Yes	No
All respondents	90%	10%
Social housing tenant in rental accommodation	89%	11%
Shared owner with a registered provider	91%	9%
Private registered provider	92%	8%
Local authority registered provider	93%	7%
Stakeholder organisation	87%	14%
Other	85%	15%

■ Yes   ■ No

The Regulator of Social Housing regulates registered providers of social housing to promote a viable, efficient and well-governed social housing sector able to deliver and maintain homes of appropriate quality that meet a range of needs.