

Homes and Neighbourhoods
Islington Council
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Report of: Ian Swift, Director of Housing Needs and Strategy

Meeting of: Housing Scrutiny Committee

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Tenant Satisfaction Measures

Introduction

Tenant Satisfaction Measures (TSMs) are metrics that all social landlords in England will have to collect and report on to the Regulator of Social Housing (RSH). They are based around a series of themes important to tenants and are being introduced to demonstrate the individual performance of landlords to their tenants and to the RSH and to allow the comparison of performance between landlords. They come into effect on 1 April 2023.

Recommendation

This report is to provide the Housing Scrutiny Committee with information on the Tenant Satisfaction Measures which will be introduced and to ensure the council is publicly accountable, honest, and transparent when improving the quality of services to tenants across Islington.

Background

Statutory framework

The Social Housing (Regulation) Bill¹ will enact a set of measures to improve standards for people living in social housing. It sets out a new regulatory framework for the consumer regulation of social housing to strengthen the accountability of landlords for providing safe homes, quality services and treating residents with respect. Many of the changes in the Bill are to be implemented by the RSH with TSMs forming part of this new framework.

In addition to the TSMs, the RSH will also carry out regular inspections and investigate organisational complaints to ensure compliance with the new standards. The Bill also gives new powers to the Housing Ombudsman which is responsible for investigating complaints from individuals.

Tenant Satisfaction Measure Standard²

Further to consultation carried out in March 2022, the Tenant Satisfaction Measure Standard which sets out the reporting requirements for TSMs was published in September 2022.

Landlords will be required to collect and report on 22 metrics across 5 themes. Ten will be measured by landlords through their performance indicators and 12 will be measured by an annual tenant perception survey. The Standard sets out requirements (including mandatory questions and methodology) for data collection and reporting. The measures do not apply to leaseholders. Landlords will need to start data collection in April 2023, landlords with 1,000 or more homes will send first years' worth (2023/24) of tenant satisfaction measures results to the RSH in Summer 2024, and the first set of data will be published by RSH in Autumn 2024.

The Tenant Satisfaction Measures

The TSMs are grouped into 5 themes: keeping properties in good repair; maintaining building safety; respectful and helpful engagement; complaints handling; responsible neighbourhood management.

Keeping properties in good repair	Maintaining building safety	Respectful and helpful engagement	Complaints handling	Responsible neighbourhood management
TP02: Satisfaction with repairs	TP05: Satisfaction that the home is safe	TP06: Satisfaction that the landlord listens to tenant views and acts upon them	TP09: Satisfaction with the landlord's approach to handling of complaints	TP10: Satisfaction that the landlord keeps communal areas clean and well maintained
TP03: Satisfaction with time taken to complete most recent repair	BS01: Gas safety checks	TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them	CH01: Complaints relative to the size of the landlord ³	TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods
TP04: Satisfaction that the home is well-maintained	BS02: Fire safety checks	TP08: Agreement that the landlord treats tenants fairly and with respect	CH02: Complaints responded to within Complaint Handling Code timescales	TP12: Satisfaction with the landlord's approach to handling anti-social behaviour
RP01: Homes that do not meet the Decent Homes Standard	BS03: Asbestos safety checks			NM01: Anti-social behaviour cases relative to the size of the landlord ⁴
RP02: Repairs ⁵ completed within target timescale	BS04: Water safety checks			
	BS05: Lift safety checks			

The measures are either a tenant perception measure (TP) or a landlord management information measure (RP, BS, CH, NM). Additionally, there is a single measure for Overall satisfaction (TP01) to be included in the tenant perception survey with the mandatory question “*Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?*”

Preparation for the introduction of TSMs across Homes and Neighbourhoods

Since the publication of the proposed TSMs in March 2022, Homes and Neighbourhoods have been auditing the current performance framework against the proposed Measures to ensure that the systems and processes are in place to start collecting data from April 2023. This work is overseen by the Service Improvement

Board (SIB) which is chaired by the Corporate Director of Homes and Neighbourhoods and is being delivered through a series of workstreams including:

- Service Access and Quality
- Tenancy Standard
- Quality of Homes & Communal Spaces
- Resident Engagement & Communications
- Governance, Infrastructure & Data
- Neighbourhoods and Communities
- and the Building & Fire Safety Board.

A critical friend partner is being procured to start working with the Improvement Team for inspection readiness and this will include several deep dives into housing data and performance, critical appraisal of our plans for the TSMs and a comprehensive review of policies and procedures and best practice.

The council has also commenced with the collection of tenant satisfaction surveys conducted independently to ensure a robust appraisal of the tenant's satisfaction is connected. These surveys are conducted monthly, and the tenant's satisfaction stands at 64% for each month during July, August, and September 2022, compared to 60% in October 2021.

Resourcing the delivery of TSMs

Much of the information due for reporting is available to the service through our current KPIs. However, as a landlord to over 29,000 tenanted properties, Islington Council will be required to run a large-scale tenant perception survey every year. We will also need to ensure that our data reflects the mix of people living in our homes.

Financial Implications

There are no known financial implications associated with the Tenancy Satisfaction Measures.

Legal Implications

There are no known legal implications associated with the Tenancy Satisfaction Measures.

Glossary

The Social Housing (Regulation) Bill: together with Fire Safety Act 2021 and Building Safety Act 2022, represents part of the government's response to the Grenfell Tower tragedy of June 2017. It follows a 2018 green paper on social housing and accompanying call for evidence on social housing regulation, and a 2020 social housing white paper. The Bill is currently at Report stage (18th October 2022) in the House of Lords. <https://bills.parliament.uk/bills/3177>

The Regulator of Social Housing: an independent body tasked to focus on regulating the social housing sector at an organisational level. It can receive referrals

from tenants, registered providers of social housing and other sources relating to its standards on homes, neighbourhood and community, tenancy or tenant empowerment and involvement. The Social Housing (Regulation) Bill includes new powers for the Regulator of Social Housing intended to bring more focus on how consumer issues are regulated in the sector.

The Housing Ombudsman: investigates and resolves individual complaints made by tenants, shared owners, and leaseholders about their landlords. The Ombudsman and Regulator are required to cooperate with each other.