

# Tenant Satisfaction Measures

Financial year 2023/24

Data reported to Regulator of Social Housing

**18 July 2024**

# Tenant Satisfaction Measures

1. Statutory requirement
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# 1. Statutory requirement

The Social Housing (Regulation) Act 2023 established the requirement for all social housing providers to report annually against 22 standard measures called Tenant Satisfaction Measures (TSMs) with the aim of improving standards of social housing across the UK and to:

- Enhance transparency by providing tenants with clear, accessible information about their landlord's performance
- Ensure accountability by holding landlords to account for service quality and compliance with consumer standards
- Improve services by using data to identify areas for improvement and enhance the overall quality of housing services

# Statutory requirement – continued

Camden's first year of figures were reported to the Regulator of Social Housing on 28 June 2024, covering the period **1 April 2023 to 31 March 2024**.

Of the 22 measures:

- 12 are collected from tenant perception surveys using a sample of tenants
- 10 are collected using management information
- The Regulator requires that all housing providers publish their performance data. This slide deck shares the results for Camden Council in its role as a social housing landlord.
- Full technical guidance on definitions, issued by the Regulator, can be found here: [TSM Technical Requirements \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

## TSMs collected from tenant perception surveys

<b>TSMs collected from tenant perception surveys</b>	
<b>TP01</b>	Overall satisfaction
<b>TP02</b>	Satisfaction with repairs
<b>TP03</b>	Satisfaction with time taken to complete most recent repair
<b>TP04</b>	Satisfaction that the home is well maintained
<b>TP05</b>	Satisfaction that the home is safe
<b>TP06</b>	Satisfaction that the landlord listens to tenant views and acts upon them
<b>TP07</b>	Satisfaction that the landlord keeps tenants informed about things that matter to them
<b>TP08</b>	Agreement that the landlord treats tenants fairly and with respect
<b>TP09</b>	Satisfaction with the landlord's approach to handling complaints
<b>TP10</b>	Satisfaction that the landlord keeps communal areas clean and well maintained
<b>TP11</b>	Satisfaction that the landlord makes a positive contribution to neighbourhoods
<b>TP12</b>	Satisfaction with the landlord's approach to handling anti-social behaviour

## TSMs generated from management information

<b>TSMs generated from management information</b>	
<b>CH01</b>	Complaints relative to the size of the landlord
<b>CH02</b>	Complaints responded to within Complaint Handling Code timescales
<b>NM01</b>	Anti-social behaviour cases relative to the size of the landlord
<b>RP01</b>	Homes that do not meet the Decent Homes Standard
<b>RP02</b>	Repairs completed within target timescale
<b>BS01</b>	Gas safety checks
<b>BS02</b>	Fire safety checks
<b>BS03</b>	Asbestos safety checks
<b>BS04</b>	Water safety checks
<b>BS05</b>	Lift safety checks

## 2. Achieving compliance

- Camden appointed Housemark in 2023/24, a specialist data and insight company for the UK housing sector, to help to make sure its reporting for TSMs is compliant with the Regulator's guidance.
- Housemark and Service Insights were contracted to deliver the tenant perception survey on behalf of Camden Council.
- Where Camden has included comparisons, the median and average scores are based on data provided to Housemark by 24 London boroughs or Arms Length Management Organisations.
- The Regulator will publish its own comparative data in the Autumn and its average/median figures will include data from all housing providers and will differ.
- Additional information on the types of properties included in the TSMs is provided in the appendix at the end of this presentation.

### 3. Tenant perception surveys

- Resident sample size: 1,426 tenants
- Sample includes social housing general needs, sheltered housing, temporary accommodation licensees, Camden Living intermediate market rent tenants. Excludes leasehold properties.
- 207 telephone surveys
- 1,219 face to face surveys
- 12 regulatory questions as defined in guidance
- 4 additional questions devised by Camden



# Tenant perception survey results

Tenant Satisfaction Measure	Camden	Housemark London Median*	Housemark London Average*
TP01: Overall satisfaction	<b>67.7%</b>	59.0%	58.5%
TP02: Satisfaction with repairs	<b>65.8%</b>	63.3%	62.0%
TP03: Satisfaction with the time taken to complete a repair	<b>58.0%</b>	60.0%	58.2%
TP04: Satisfaction that the home is well maintained	<b>60.9%</b>	60.9%	59.5%
TP05: Satisfaction that the home is safe	<b>71.2%</b>	66.5%	66.8%
TP06: Satisfaction that the landlord listens to views and acts on them	<b>51.2%</b>	51.3%	49.3%

\* The Housemark average is based on year end figures reported to Housemark from 24 participating London boroughs and ALMOs. The median is the figure for the mid ranked organisation when ranked from highest to lowest. Figures are provided by Housemark for clients they work for. Final RSH data on averages will differ.

# Tenant perception survey results continued

Tenant Satisfaction Measure	Camden	Housemark London Median*	Housemark London Average*
TP07: Satisfaction that the landlord keeps them informed about things that matter to them	<b>66.0%</b>	66.0%	65.5%
TP08: Agreement that the landlord treats tenants fairly and with respect	<b>73.7%</b>	69.0%	67.6%
TP09: Satisfaction with the landlord's approach to handling complaints	<b>35.6%</b>	25.6%	24.8%
TP10: Satisfaction that the landlord keeps communal areas clean and well maintained	<b>71.8%</b>	61.5%	62.2%
TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods	<b>68.6%</b>	62.0%	61.2%
TP12: Satisfaction with the landlord's approach to handling anti-social behaviour	<b>46.3%</b>	57.7%	54.6%

\* The Housemark average is based on year end figures reported to Housemark from 24 participating London boroughs and ALMOs. The median is the figure for the mid ranked organisation when ranked from highest to lowest. Figures are provided by Housemark for clients they work for. Final RSH data on averages will differ.

# Summary of TSM Performance - Tenant Perception Surveys

- Across the 24 London boroughs / ALMOs that were benchmarked, 10 of the 12 TSM scores for Camden in 2023/24 were above the average score\*
- The 2 Camden measures which were lower than the London average score, were satisfaction with the time taken to complete a repair by 0.2%, and landlord's approach to handling anti-social behaviour by 8.3%.

## Camden's Highest and Lowest Satisfaction Scores

### Highest Scoring TSMs

*TP08 Agreement that landlord treats tenants fairly and with respect (73.7%)*

*TP10 Satisfaction that the landlord keeps communal areas clean and well maintained (71.8%)*

*TP05 Satisfaction that the home is safe (71.2%)*

### Lowest Scoring TSMs

*TP03 Satisfaction with the time taken to complete a repair (58.0%)*

*TP09 Camden's approach to complaints handling presented relatively low levels of satisfaction (35.6%)*

*TP12 Satisfaction with the landlord's approach to handling anti-social behaviour (46.3%)*

*\* Results are from 24 London boroughs. Figures are provided by Housemark for clients they work for. Final RSH data will differ.*

## 4. Management information

- The TSM management information for compliance is calculated differently to Camden's usual reports, in that it is based on the number of homes affected rather than the number of assets.
- For example, if one lift does not have an up-to-date insurance report, all homes in that block will be counted as non-compliant. In our previous reports to the panel, performance indicators reported the number of assets where we were compliant regardless of how many homes affected.
- In future our compliance reports will include TSM management information as this is how we'll be assessed by the Regulator.
- Some measures are brand new, for example the reporting of Anti-Social Behaviour cases. This means it will take a year or two before landlords are reporting this in the same way and any comparisons need to take this into account.

# Management information results

Tenant Satisfaction Measure	Camden	Housemark London Median*	Housemark London Average*
CH01: Complaints relative to the size of the landlord – Stage 1	<b>67.4 per 1,000 homes</b>	73.5	82.7
CH01: Complaints relative to the size of the landlord – Stage 2	<b>16.5 per 1,000 homes</b>	14.6	17.3
CH02: Complaints responded to within Complaints Handling Code timescales – Stage 1	<b>48.5%</b>	73.9%	71.8%
CH02: Complaints responded to within Complaints Handling Code timescales – Stage 2	<b>65.7%</b>	67.2%	61.0%

*\* The Housemark average is based on year end figures reported to Housemark from 24 participating London boroughs and ALMOs. The median is the figure for the mid ranked organisation when ranked from highest to lowest. Figures are provided by Housemark for clients they work for. Final RSH data on averages will differ.*

# Management information results continued

Tenant Satisfaction Measure	Camden	Housemark London Median*	Housemark London Average*
NM01: Anti-Social behaviour cases relative to the size of the landlord	<b>159.4 per 1,000 homes</b>	32.1	47.1
NM01: Number of ASB cases involving hate incidents opened per 1,000 homes	<b>0.5 per 1,000 homes</b>	0.5	0.7

*\* The Housemark average is based on year end figures reported to Housemark from 24 participating London boroughs and ALMOs. The median is the figure for the mid ranked organisation when ranked from highest to lowest. Figures are provided by Housemark for clients they work for. Final RSH data on averages will differ.*

# Management information results continued

Tenant Satisfaction Measure	Camden	Housemark London Median*	Housemark London Average*
RP01: Homes that <b>do not meet</b> the Decent Homes Standard	<b>9.1%</b>	9.1%	12.1%
RP02: Repairs completed within target timescale: non-emergency	<b>77.7%</b>	77.5%	76.9%
RP02: Repairs completed within target timescale: emergency	<b>84.6%</b>	90.6%	86.9%

*\* The Housemark average is based on year end figures reported to Housemark from 24 participating London boroughs and ALMOs. The median is the figure for the mid ranked organisation when ranked from highest to lowest. Figures are provided by Housemark for clients they work for. Final RSH data on averages will differ.*

## Management information results continued

Tenant Satisfaction Measure	Camden	Housemark London Median*	Housemark London Average*
BS01: Gas Safety Checks	<b>99.0%</b>	99.8%	99.6%
BS02: Fire Safety Checks	<b>99.6%</b>	99.9%	98.2%
BS03: Asbestos Safety Checks	<b>96.4%</b>	100%	94.4%
BS04: Water Safety Checks	<b>95.8%</b>	99.5%	95.4%
BS05: Lift Safety Checks	<b>75.7%</b>	98.3%	88.1%

*\* The Housemark average is based on year end figures reported to Housemark from 24 participating London boroughs and ALMOs. The median is the figure for the mid ranked organisation when ranked from highest to lowest. Figures are provided by Housemark for clients they work for. Final RSH data on averages will differ.*



# Commentary on Complaints TSM

**CH01: Number of stage 1 complaints per 1,000 homes – 67.4**

*Camden's figures are slightly below the averages reported by Housemark. Camden actively promotes the complaints process and encourages residents to complain if they are unhappy with the service received.*

**CH01: Number of stage 2 complaints per 1,000 homes – 16.5**

*Camden's figure is below the London average as reported by Housemark but above the median figure. Most escalations to stage 2 are due to a failure to carry out the actions offered at stage 1, such as repairs or enforcement action on noise issues.*

# Commentary on Complaints TSM

**CH02: Number of stage 1 complaints responded to within 10 working days – 48.5%**

*Increases in case volumes, along with staff changes from July 2023 onwards, resulted in response targets not being consistently met. We moved resources from other areas to provide support, and this resulted in a better response rate in late 2023 / early 2024. A full compliment of staff was secured by March 2024.*

**CH02: Number of stage 2 complaints responded to within 20 working days – 65.7%**

*As with stage 1 complaints, changes in the volume of complaints and the need to secure sufficiently experienced staff meant that performance was variable during the year. We have retained our focus on having sufficient resources and are looking to secure consistent performance levels.*

# Commentary on Number of ASB Cases TSM

## **NM01: Number of anti-social behaviour cases opened per 1,000 homes – 159.4**

*This is a new measure and Camden has reported a higher number of ASB cases in comparison to other housing providers. Following benchmarking with neighbouring boroughs, it was identified this is mostly due to the types of cases being counted. We will look at this further and review with the Regulator to make sure we are being consistent. It might be for example that cases of non-statutory noise nuisance, or minor neighbour disputes, will not be included under this measure in future.*

*Tackling ASB is a high priority for Camden. In response to feedback from tenants, we will launch a new Anti-Social Behaviour Policy in August 2024, including its role as a landlord and as a local authority. The new Policy takes a resident-centred approach to ASB, using risk assessments, ASB action plans, and a strong focus on prevention, early intervention and support. The Policy has had input from the Housing and Property Residents Panel.*

## **NM01: Number of ASB cases that involve hate incidents per 1,000 homes – 0.5**

*Hate related incidents in Camden are very infrequent, and when they do occur, they typically involve verbal harassment and shouting with racial content. Camden's ASB policies and taskforce will include specific measures for addressing hate related incidents.*

*There are longer term aims using evidence based systems to strengthen a more holistic approach. This will build on existing initiatives and services, for example, looking at physical measures to help prevent crime, estate action days, youth initiatives and spaces.*

# Commentary on Decent Homes TSM

## **RP01: Homes that do not meet the Decent Homes Standard – 9.1%**

*The percentage of homes that do not meet the Decent Homes Standard figure is below the London average of 12.1% and the same as the London median. We are developing a programme of works to address the decent homes failures that remain within the stock. The need to proactively maintain homes and make sure they meet the decent homes standard is a major focus of the asset management strategy which is currently being developed.*

# Commentary on Repairs TSM

## **RP02: Non-emergency repairs completed within target timescale – 77.7%**

*Performance on this indicator is affected by two main factors. The first is the need to meet demands from finite resources, and to make sure the resources we have are focused on priorities such as disrepair, damp and mould, and fire safety works. The Council is also optimising the use of in house resources and reducing use of supply chain partners, this has been very successful in areas such as drainage.*

*The second is the need for better IT system integration across M&E contractors (e.g. heating, electrics and lifts). This will make sure completed works are updated in real time on our data systems.*

## **RP02: Number of emergency repairs completed within target timescale (24 hours) – 84.6%**

*Performance by our in-house repairs team was higher at 92%. For M&E contractors, improved IT integration will help to make sure order completion is captured in real time.*

*To improve performance, we are targeting additional plumbing and jetting resources to improve response times. We are also focussed on better housekeeping of data to remove duplicate orders on communal repairs. Also, we found some repairs being incorrectly raised as emergencies – this being addressed in 2024/25 through a new IT system.*

# Commentary on Gas Safety and Fire Safety TSMs

## **BS01: Proportion of homes for which all required gas safety checks have been carried out – 99.0%**

*This measure covers annual gas safety checks to over 13,600 individual gas boilers and 157 communal gas boilers, which supply over 9,000 homes.*

*At end of year, compliance on communal gas systems was 100%.*

*There is a robust process in place to deliver gas checks to domestic boilers, and almost all homes have checks in place. However, in a small number of cases there are challenges in securing access, and ultimately some become legal cases. Obtaining access via legal order is a slow process and usually results in a property being recorded as non-compliant due to no access.*

*Via the Resident Safety Charter, the Council will communicate the importance of these checks.*

## **BS02: Proportion of homes for which all fire risk assessments have been carried out – 99.6%**

*This covers Fire Risk Assessments to all blocks with communal areas. The frequency is between 1 and 3 years depending on the risk level of the building.*

*At year end compliance for high rise buildings was 100%.*

*The gap in compliance at year-end relates to a small number of blocks where Camden is not the freeholder. We are working with these freeholders to obtain evidence that the FRAs have been completed.*

# Commentary on Asbestos and Water Safety TSMs

## **BS03: Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out – 96.4%**

*This measure covers checks to ensure the Council is managing asbestos risks in line with the relevant regulations.*

*The homes where there is some non-compliance are:*

- street properties which have communal areas and do not currently have a universal key fitted to the communal door, where the Council is making ongoing efforts to secure access*
- homes where Camden is not the freeholder and has not yet obtained the necessary evidence from the responsible freeholder*

*Staff in the Council continue to work to make the necessary arrangements to ensure these surveys are completed.*

## **BS04: Proportion of homes for which all required legionella risk assessments have been carried out - 95.8%**

*This measure covers water safety risk assessments (WRA) to both domestic and communal systems. Many homes with require both WRAs, and both must be compliant for the home to be compliant under the TSM.*

*Securing access to street properties emerges again as a key challenge. Within sub-divided street properties, the communal system is often located within one of the flats, and this presents additional challenges in completing surveys.*

*The Council is focused on securing access to all homes with an outstanding WRA.*

# Commentary on Lifts TSM

## **BS05: Proportion of homes for which all required communal passenger lifts safety checks have been carried out – 75.7%**

*There were 562 lifts in the Council's blocks at year end, which serve about 10,000 social homes. In many cases a home is served by 2 lifts, and both must have an up to date insurance report for the home to be counted as compliant.*

*The lift checks, called LOLER, are carried out separately to monthly servicing and are carried out by a company appointed under the buildings insurance policy with Zurich.*

*At year end lift servicing was up to date for 99.6% of lifts. This work is carried out by the Council's appointed lift contractor, Apex.*

*85% of lifts had the LOLER check completed, and this translates to 75% of homes. The inspection company will not enter any lift areas where there are potential hazards, and in some cases the lift was out of service for repairs when the inspection took place. The lift services manager has established a new reporting process to manage and resolve these 'no access' issues faster.*



## 5. Conclusion and next steps

- The TSMs provide a clear set of indicators that will help landlords and residents benchmark performance and satisfaction.
- The Regulator of Social Housing will be carrying out its own analysis of the data submitted and will publish its findings in the Autumn.
- The Council is already putting in place actions to improve TSM performance in certain areas – for example making sure our insurance company can always complete its lift inspections.
- The Council is also looking at how data can be secured for all the properties where it is not the freeholder.
- Finally, it is important that the Council audits how its data is collected and reported. For the first year we asked Housemark to check our data and systems to make sure we were compliant with the definitions. This year we will be arranging for a consultant to do spot checks on our data. We will keep the Panel up to date on this work as it progresses.

# Appendices

Appendix 1 – TSMs social housing stock definitions

Appendix 2 – TSMs Overview of Tenant Perception Survey Approach

Appendix 3 – TSM Survey Questions 2023/24

# Appendix 1 - TSMs social housing stock definitions

TSMs are reported for either, or both, of the following two stock types defined for each indicator in accordance with the Regulator's guidance:

1. **Low Cost Rental Accommodation (LCRA)**. This includes, for example, general needs social housing, sheltered social housing, supported housing, intermediate rent such as Camden Living intermediate market rent, and temporary accommodation including the Single Pathway Service which directly manages some dwelling units for the Adult Pathway Service for homeless vulnerable adults.
2. **Low Cost Home Ownership (LCHO)**. This includes, for example, shared ownership properties which have not been fully staircased.

LCRA and LHO stock are defined in accordance with definitions in sections 69 and 70 of the Housing and Regeneration Act 2008. For the purposes of the TSM measures, the term 'tenant' refers to any resident of LCRA or LCHO stock owned by a provider. Leasehold and non-social housing dwellings are excluded.

## Individual dwelling units owned by providers can be:

- a self-contained unit or
- a bedspace in a non self-contained housing e.g. bed in hostel, room in shared house with shared facilities e.g. kitchen/living room/bathroom.

# Appendix 2 - Overview of Tenant Perception Survey Approach

Feedback services provider (collecting, generating, and validating the reported perception measures)	All survey methods were overseen and delivered by independent research company Service Insights Ltd, working in partnership with Housemark.
Survey fieldwork date	Three campaigns between October 2023 to March 2024 (see collection method below).
Total surveyable population	20,683 (all LCRA; no LCHO)
Total sample size achieved (total number of responses)	1,426 (207 telephone survey; 1,219 face to face)
Statistical confidence required and achieved	±3% is required overall for 2023/24. A ±2.5% statistical confidence was achieved in practice (i.e. better / more accurate).
Reasons for any failure to meet the required sample size	Not applicable
Collection method	1 <sup>st</sup> Face to Face campaign: October 2023 Telephone survey: October 2023 2 <sup>nd</sup> Face to Face Campaign: March 2024
Type and amount of any incentives offered	None
Sampling method	Randomised sample through MS Excel randomisation.
1. Number of tenant households within the relevant population that have not been included in the sample	None
Summary of representativeness of the sample against the relevant tenant population	The tenant survey responses were considered to be representative of the wider tenant population (see Figure 3).
Any weighting applied	Weighting was not required for this report.
Questions asked	12 regulatory TSM questions  4 additional questions
1. Any other methodological issues likely to have a material impact on the tenant perception measures reported	None

## Appendix 3 – TSM Survey Questions 2023/24

### Q1-3

Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by the London Borough of Camden?

Q2. Has the London Borough of Camden carried out a repair to your home in the last 12 months?

Q2a. How satisfied or dissatisfied are you with the overall repairs service from the London Borough of Camden over the last 12 months?

Q2b. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Q3. How satisfied or dissatisfied are you that the London Borough of Camden provides a home that is well maintained?

## Appendix 3 – TSM Survey Questions 2023/24 continued

### Q4-6

Q4a. Do you have any safety concerns in your home with any of the following?

- Damp and mould
- Fire Safety
- Gas Safety
- Electrical safety
- Lack of heating
- Risk of water leaks
- Other

Q4a1. If 'other' please tell us what other safety concerns do you have in your home?

Q5. How satisfied or dissatisfied are you that the London Borough of Camden listens to your views and acts upon them?

Q6. How satisfied or dissatisfied are you that the London Borough of Camden keeps you informed about things that matter to you?

## Appendix 3 – TSM Survey Questions 2023/24 continued

### Q7-10a

Q7. To what extent do you agree or disagree with the following: “The London Borough of Camden treats me fairly and with respect”?

Q8. Have you made a complaint to the London Borough of Camden in the last 12 months?

Q8a. How satisfied or dissatisfied are you with the London Borough of Camden approach to complaints handling?

Q9. Do you live in a building with communal areas, either inside or outside, that the London Borough of Camden is responsible for maintaining?

Q9a. How satisfied or dissatisfied are you that the London Borough of Camden keeps these communal areas clean and well maintained?

Q10. How satisfied or dissatisfied are you that the London Borough of Camden makes a positive contribution to your neighbourhood?

Q10a. Do you have any safety concerns in your neighbourhood?

## Appendix 3 – TSM Survey Questions 2023/24 continued

### Q11-13

Q11. How satisfied or dissatisfied are you with the London Borough of Camden approach to handling anti-social behaviour?

#### **Additional Questions**

Q12. What is your preferred method of contact? (Please choose one only)

- Website
- Text message
- WhatsApp
- Telephone
- Email
- Webchat
- Other

Q12a. If 'other', please tell us what other method of contact you prefer?

Q13. If you could improve just one thing with the London Borough of Camden, what would it be?



## Appendix 3 – TSM Survey Questions 2023/24 continued

### Q14-16

Q14. Do you have any further comments or suggestions for improving the London Borough of Camden?

Q15. Finally, Camden would welcome the opportunity to see your individual answers in this survey. Would you be happy for your individual responses to be attributed to you when being passed back?

Q16. And are you happy for the London Borough of Camden to contact you about anything you have raised in this survey?