

# Guildford Borough Council

Report to: Housing Operations Board  
Date: 15 January 2025  
Ward(s) affected: All  
Report of Strategic Director of: Housing, Communities & Environment  
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Status: Open  
Key decision: No

## Tenant Satisfaction Measures (TSMs) Report

### 1.0 Executive Summary

- 1.1 This report provides members of the board with the results of our first tenant perception surveys conducted in June - July this year. We are a year later in starting the process and this was part of our RSH self-referral last year in March.
- 1.2 The Regulator of Social Housing introduced TSMs so tenants can see how their landlord is performing in comparison with others, making it easier for social housing tenants to hold their landlord to account in several key performance areas. The TSMs will also act as a source of information for the Regulator of Social Housing to help identify the areas where landlords might need to improve things for tenants. The TSMs cover five areas:
- Keeping properties in good repair
  - Maintaining building safety
  - Effective complaints handling
  - Respectful and helpful tenant engagement

- Responsible neighbourhood management

1.3 We commissioned Acuity Research & Practice, an independent data research company with expertise in the social housing field, to undertake our surveys. The survey was undertaken using a mixed-mode approach of telephone and online surveys, with the aim of completing 70% of returns by telephone interview and the remaining 30% by online survey. By the close of the survey, 596 responses were received, 401 by telephone interview and 195 online, this giving a 67% (telephone) / 33% (online) split. This 596 includes 560 complete and 36 incomplete surveys, which are required to be included by the Regulator.

1.4 The report also recommends that the Board receives 6 monthly updates against the TSM action plan. This report includes the Council's 2024-25 Tenant Satisfaction Measures (TSMs).

## **2.0 Recommendation to Housing Operations Board**

### **That the Housing Operations Board resolves to:**

2.1 Note the contents of the report and to support the approach that is being taken by officers to review the feedback received from the tenant surveys.

2.2 Note the Council's 2024-25 Tenant Perception Survey Results (Appendix 1).

2.3 Make any recommendations to senior management or the portfolio holder for housing.

## **3.0 Reasons for Recommendations**

3.1 Members are being asked to note the outcomes of the Tenant Satisfaction Measure survey.

3.2 Members are being asked to note the TSM action plan in (Appendix 2) which sets out how the Council proposes to address the feedback raised by tenants.

## **4.0 Status of Report**

4.1 This is an open report.

## **5.0 Strategic Priorities**

5.1 This report supports the Council's priorities "A more inclusive Borough" – identify residents needs and shape services and "decent and affordable homes", using the feedback to influence and ensure that local people have access to decent homes that they can afford

## **6.0 Background**

6.1 Following the passing of the Social Housing (Regulation) Act in July 2023 the Regulator for Social Housing consulted on revised consumer standards for social housing landlords. The new consumer standards came into force on 1st April 2024.

6.2 Alongside complying with the revised standards, stock-retaining local authorities such as the Council must now collect and submit Tenant Satisfaction Measures (TSMs) annually including a Tenant Perception Survey.

The TSMs include:

- 12 resident satisfaction measures – based on tenants perception by asking what those surveyed think of our services
- 10 performance measures – based on performance data collected across housing operations

6.3 While the Council's stock is primarily LCRA (low-cost rental accommodation), the Council's shared owners (LCHO – low-cost home ownership) were also included in the survey – however, the Council are not required to report LCHO figures with these being fewer than 1,000 units. Of the 596 completed surveys, 570 were LCRA while the remaining 26 were LCHO.

6.4 For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with between 2,500 and 9,999 properties achieve a sampling error of at least  $\pm 4\%$  at the 95% confidence level. With 4,882 LCRA units included in the sample, 570 responses are high

enough to conclude that the findings are accurate to within  $\pm 3.9\%$  which is within the required margin of error.

- 6.5 71% of tenants did give permission to share their responses with their details attached and 92% of these tenants are happy for the Council to contact them to discuss any information they provided.
- 6.6 There are currently no previous results to compare this satisfaction data against, so this survey will act as a baseline to compare future results.

## **7.0 Options**

- 7.1 No other options were considered as this report is an update on the work being done to meet the consumer regulations introduced following the Social Housing (Regulations) Act in 2023.

## **8.0 Consultation**

- 8.1 Consultation on the work set out in this report was not necessary as the Council as a social housing provider is required to meet these standards. The new consumer standards require social housing providers to involve tenants in shaping changes to service delivery and this will be a key focus. Providing a range of meaningful opportunities for tenants to influence and scrutinise the landlord's strategies, policies and services is a requirement of the Transparency, Influence and Accountability Standard.

## **9.0 Key Risks**

- 9.1 TSMs are a mandatory requirement, failure to undertake surveys would result in intervention from the Regulator for Social Housing.

## **10.0 Legal and Governance Implications**

- 10.1 The Regulator of Social Housing publications; Tenant Satisfaction Measures: Tenant survey requirements (April 2023) and Tenant Satisfaction Measures Technical requirements (April 2023), provides the basis upon which providers of social housing are required to conduct tenant perception surveys to generate a subset of Tenant Perception Measures. The Consumer Standards Code of Practice

(April 2024) sets out the standards expected of social housing and how those standards should be maintained.

10.2 Compliance with the consumer standards is mandatory. As a social landlord the Council has a duty to provide a safe environment for those living in our homes. Failure to comply could result in negative outcomes ranging from customer dis-satisfaction and criticism to a requirement to submit (to the Regulator) a Performance Improvement Plan, or to take particular remedial actions as set out in an enforcement notice. If necessary, the Regulator will be able to authorise an appropriate person to enter a social housing premises to take emergency remedial action, issue penalties such as unlimited fines, or require the provider of social housing to pay compensation. A provider of social housing will commit an offence if they obstruct entry to or work required to undertake remedial action. A person guilty of an offence under this section is liable on summary conviction to a fine not exceeding level 4 on the standard scale.

### **11.0 Financial Implications**

11.1 The activity detailed in this report has been funded via existing budgets. Additional budget has been set in place in 2025/26 to fund the activity on an annual basis as a minimum.

### **12.0 Human Resources Implications**

12.1 The Government's Equality Impact assessment has been considered when reviewing the work being done to make sure we are compliant with the new regulations. As the Government's assessment states, equality considerations were taken into account throughout the development of the new consumer standards. The work being done by the Housing service puts all groups of tenants at the heart of what we do understanding that we need to evidence that services are accessible to and offered in ways that meet the needs of those with protected characteristics.

### **13.0 Equality and Diversity Implications**

13.1 All tenants residing in GBC homes were contacted about the survey.

## **14.0 Climate Change and Sustainability Implications**

14.1 There are no implications for Climate Change and Sustainability arising from this report.

## **15.0 Next Steps**

15.1 Following the feedback received from tenants, address the issues raised.

15.2 We are committed to tenant satisfaction and continuous improvement. We are working to improve across all the areas measured by TSMs, but we will be focusing on the key areas identified as room for improvement:

- Complaint Handling
- Communication and Customer Service
- Repairs and Maintenance
- Maintenance of Communal areas

15.3 Update and monitor progress against the action plan and provide an update to the Board in six months.

## **16.0 Background Papers**

16.1 Consumer Standards (April 2024)  
(<https://www.gov.uk/government/collections/regulatory-standards-for-landlords>)

16.2 Consumer Standards Code of Practice (April 2024)  
(<https://www.gov.uk/government/consultations/consultation-on-the-consumer-standards/annex-4-consumer-standards-code-of-practice>)

16.3 [Transparency, Influence and Accountability \(including Tenant Satisfaction Measures\) - GOV.UK](#)

## **17.0 Appendices**

Appendix 1 – Tenant Perception Survey Results

Appendix 2 – TSM Action Plan

**Report clearance progress:**

Your report will not be published by democratic services unless the below is completed and there is evidence of the correct clearance process.

This box must not be deleted and will be published with the report

Finance	Jo Knight	2 January 2025
Legal & Governance	Michael Elford	20 December 2024
Human Resources	Francesca Chapman	19 December 2024
Equalities	Ali Holman	24 December 2024
Strategic Director	Julian Higson	6 January 2025