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# Tenant Satisfaction Measures 2024 to 2025

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The Regulator of Social Housing requires all housing providers to collect and publish data on Tenant Satisfaction Measures (TSMs). These measures, introduced in 2023, enable residents to provide feedback on how they feel about their landlord.

Elmbridge Borough Council became a registered provider of social housing in June 2024, and this was therefore the first year in which we were required to conduct these surveys.

There are 22 Tenant Satisfaction Measures in total, grouped into the following areas:

- 12 tenant perception-based measures, collected directly through resident surveys.
- 10 performance-based measures, collected through management performance information.

At the time the surveys were conducted, PA Housing were the council’s appointed managing agent and held responsibility for carrying out the survey with our residents. Surveys were undertaken during September 2024, with PA Housing representatives visiting all homes and speaking directly to residents on their doorstep.

The results were then collated by M.E.L Research, who provided independent and robust assurance that the methodology and data collection process complied with the guidance issued by the Regulator of Social Housing.

## Our TSM Results

### Tenant Perception Measure Results

TSM Code	Measure	Result
TP01	Overall Satisfaction	100%
TP02	Satisfaction with repairs	100%
TP03	Satisfaction with time taken to complete most recent repair	100%
TP04	Satisfaction that the home is well maintained	100%

TSM Code	Measure	Result
TP05	Satisfaction that the home is safe	100%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	100%
TP07	Satisfaction that the landlord keeps tenants informed	100%
TP08	Agreement that the landlord treats tenants fairly and with respect	100%
TP09	Satisfaction with the landlord's approach to handling complaints	N/A
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	100%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	100%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	100%

## Management Information Measure Results

### Repairs and Maintenance (TSM RP01-RP02)

TSM Code	Measure	Result
RP01	Homes that do not meet the Decent Homes Standard	0%
RP02 (1)	Non-emergency repairs completed within target timescale	88.45%
RP02 (2)	Emergency repairs completed within target timescale	98.73%

### Building Safety (TSM BS01–BS05)

TSM Code	Measure	Result
BS01	Gas safety checks	100%
BS02	Fire safety checks	100%
BS03	Asbestos safety checks	64.28%
BS04	Water safety checks	30.30%
BS05	Lift safety checks	100%

### Anti-Social Behaviour (TSM NM01)

TSM Code	Measure	Result
NM01 (1)	Anti-social behaviour cases	0

TSM Code	Measure	Result
NM01 (2)	Anti-social behaviour cases that involve hate incidents	0

### Complaints (TSM CH01-CH02)

TSM Code	Measure	Result
CH01 (1)	Stage one complaints	4.17%
CH01 (2)	Stage two complaints	3.13%
CH02 (1)	Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	75%
CH02 (2)	Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	66.66%

## Service Improvement

To improve our results for 2025/2026, we will focus on the following actions:

### Strengthening resident engagement

All residents in the council's temporary and secure housing units were contacted to take part in the survey, however the response rate was only 2.3%. Given this low rate, we are prioritising efforts to increase resident engagement over the next year. Working with our new managing agent, Pinnacle, we plan to host a series of interactive events to encourage greater participation and feedback from residents. In addition, we will explore alternative and more accessible ways for residents to provide their feedback ahead of the 2025/2026 Surveys.

### Building safety compliance

As this marks our first year as a registered provider of social housing, we are establishing clear policies and procedures to ensure we meet all building safety requirements. Performance will be measured against recognised industry standards to provide assurance and oversight. We are working closely with our new managing agent and have incorporated this monitoring into our monthly performance reviews to ensure compliance is maintained. This approach will enable us to identify and address any issues at an early stage, demonstrate that we are meeting our regulatory responsibilities, and provide residents with confidence that their homes are being managed safely and effectively.