

City of London Corporation Committee Report

Committee: Housing Management and Almshouses Sub-Committee	Dated: 30/06/25
Subject: Tenant Satisfaction Measures 2024-25	Public report: For Information
This proposal: <ul style="list-style-type: none"> provides statutory duties 	<ul style="list-style-type: none"> Compliance with requirements of Regulator for Social Housing
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	Not applicable
What is the source of Funding?	Not applicable
Has this Funding Source been agreed with the Chamberlain's Department?	Not applicable
Report of: Judith Finlay, Executive Director of Community and Children's Services	
Report author: Liam Gillespie, Head of Housing Management	

Summary

As part of the revised regulatory regime for social housing which came into effect 1 April 2023, social landlords which own or manage over 1,000 homes are required to submit annual returns against a set of Tenant Satisfaction Measures (TSMs). This includes an obligation to survey tenants on a set of twelve satisfaction measures, with a further ten measures being reported from landlord data on areas such as compliance, complaints and antisocial behaviour.

The Housing team completed its first tenant perception survey and regulatory return for the 2023/24 financial year, details of which were previously reported to this Sub-Committee.

The tenant perception survey for 2024/25 was completed in late 2024, and this report outlines the results of that exercise, with some additional information on the London context for landlord performance.

A further report, including the full suite of 22 Tenant Satisfaction Measures (both tenant perception and landlord data), will be brought to this Committee in July 2025, once final data on the landlord measures is verified.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. With effect from 1 April 2023, social landlords in England which own or manage over 1,000 homes must complete an annual return to the Regulator of Social Housing (“the RSH”) against a set of Tenant Satisfaction Measures. These are broken down into two parts; a tenant perception survey and a prescribed set of data measured directly by landlords.
2. The City Corporation completed its first return to the RSH in June 2024, having carried out a tenant perception survey in late 2023 through an independent market research organisation, Acuity Research and Practice Ltd.
3. The tenant perception survey for 2024/25 was completed in October and November 2024, again by Acuity, with surveys conducted by telephone and online, as previously.
4. The return rate was 18%, which meets the technical requirements for statistical significance required by the RSH based on the City Corporation’s stock size. In accordance with Members’ wishes, officers agreed that Acuity would attempt to survey a minimum of 25% of relevant tenants, however this was unsuccessful despite Acuity’s best efforts.

Current Position

5. The results of the 2024/25 survey are shown in full at **Appendix 1**, alongside the results of the previous survey and direction of travel.
6. For ease of reference, some key results are shown below:

Measure	2024/25	2023/4	Change
TP01 – Overall Satisfaction	67.7%	66.9%	+ 0.8%
TP02 – Satisfaction with Repairs	67.4%	67.0%	+ 0.4%
TP04 – Satisfaction that the home is well maintained	70.8%	64.9%	+ 5.9%

TP07 - Satisfaction that the landlord keeps tenants informed about things that matter to them	74.3%	74.0%	+ 0.3%
TP08 Agreement that the landlord treats tenants fairly and with respect	74.8%	71.6%	+ 3.2%

7. Members will note from **Appendix 1** that satisfaction levels have been maintained or increased in seven of the twelve areas this year, with some notable increases including satisfaction that the home is well maintained, and that tenants are treated fairly and with respect.
8. Three areas showed modest reductions (under 3%) in satisfaction, with two measures decreasing quite noticeably (cleaning and maintenance of communal areas (-7.0%), and complaints handling (-8.3%)).
9. Members will note from Appendix 1 that our performance in 2023/4 was above the median for London social housing providers on all measures. Overall satisfaction with our services was joint third among London local authority landlords in 2023/4.

Notable Results

10. There were some encouraging results in the 2024/5 survey.
 - Satisfaction that **the home is well-maintained** increased to 70.8%, the highest increase of any measure at 5.9%. This may be driven by the progress of the current major works programme
 - Satisfaction that **tenants are treated fairly and with respect** also increased to 74.8%.
 - A notable proportion of residents are satisfied that we **keep them informed about things that matter to them** (74.4%).
11. Some results decreased, with the following measures being of concern:
 - Satisfaction with **complaints handling** saw the biggest decrease, 8.3% to 30.0%. Our performance in handling complaints in accordance with service standards improved significantly in 2024/5, so careful analysis will be required to fully understand this result and consider ways of increasing satisfaction.
 - Satisfaction that **communal areas are clean and well-maintained** reduced from 73.5% to 66.5%. This measure includes perceptions of both cleaning/caretaking and repairs/maintenance, so again it is necessary to look at this result in more depth to understand both the reason for the fall in satisfaction and what can be done to reverse it

Methodology and Response

12. As in 2023/4, we used a blend of online and telephone surveys to conduct our Tenant Perception Survey. The use of telephone surveys achieves a higher response than online or paper surveys alone.
13. To achieve the required statistical significance, a minimum of 321 surveys were required, however we successfully completed 357 this year (compared to 335 in 2023/4). This represents 18% of tenants and meets the requirements of the Regulator. It also provides results which are within the required margin of error of +/- 5%.
14. A further 15 surveys were partially completed, and these must still be included in our return to the Regulator.
15. In line with Members' wishes, we had aimed to reach a greater proportion of tenants and aimed for a completion rate of 25%. However, despite extending the survey period and making further attempts with telephone surveys, we were unable to achieve a higher completion rate, and the decision was taken to conclude the survey period. Officers will work with Acuity to consider ways to increase engagement and increase our return rate in future.

Corporate & Strategic Implications

Strategic implications – The Tenant Perception Survey is a requirement of the Regulator of Social Housing, and our regulatory obligation will be fulfilled once the return is made to the RSH in June 2025.

Financial implications – none.

Resource implications – none.

Legal implications – none.

Risk implications – none.

Equalities implications – none.

Climate implications – none.

Security implications – none.

Conclusion

16. From 1 April 2023, the Regulator for Social Housing has required landlords to collect annual tenant satisfaction data against a new set of specified measures, with the results for 2024/5 due to be returned to the RSH by 30 June 2025.
17. Housing completed its second TSM survey in late 2024 and the overall satisfaction rate with services was 67.7%.

18. Officers are due to complete further analysis of the results and identify ways in which they can be used to inform service improvement initiatives.

19. A further report will be brought to this Sub-Committee in July 2025, containing the full set of TSM data, and more detail about the steps to be taken to support improvements to the results and the services to which they relate.

Appendices

- Appendix 1 – Tenant Satisfaction Measures – Tenant Perception Survey Results 2024/25

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