

How we collected our Tenant Satisfaction Measures (TSM's)



What is measured?

There are 22 Tenant Satisfaction Measures (TSM's), 10 of these are measured by us (the landlord) directly, and 12 are measured by carrying out surveys with tenants.

How did we measure?

- All of our TSM's were measured following the specific descriptions and calculations outlined by the Regulator of Social Housing and following the advice and guidance outlined in the [Tenant Satisfaction technical requirements](#) and the [Tenant Satisfaction Survey requirements](#).
- We started to collect our TSM data in April 2023 for the period 1st April 2023 to 31st March 2024.
- 575 TSM surveys, were carried out in house by our dedicated Customer Research and Insight Assistant.
- Most surveys (88%) were completed via telephone, and 12% via email.
- When carrying out the surveys we followed the script and [questions set by the Regulator of Social Housing](#).
- Calls were read for quality purposes, and we let customers know this before we started the survey.
- A random sample of customers were selected for the surveys.
- We monitored our responses throughout the year to make sure that they were reflective of our customers, with no customer groups significantly under or over represent.