

LONDON BOROUGH OF CAMDEN	WARDS: All
REPORT TITLE Regulator of Social Housing – Tenant Satisfaction Measures	
REPORT OF Director of Property Management	
FOR SUBMISSION TO Housing Scrutiny Committee	DATE 7 October 2024
SUMMARY OF REPORT This report introduces a presentation to the Housing Scrutiny Committee covering the new regulatory Tenant Satisfaction Measures (TSMs) for 2023/24 related to tenant satisfaction, compliance and management information. This information was submitted to the Regulator and published on the Council’s website in July 2024. Local Government Act 1972 – Access to information No documents that require listing were used in the preparation of this report. Contact Officer: Sinead Burke: Head of Property Asset Management Sinead.burke@camden.gov.uk , 79 Holmes Road, NW5 3AX	
RECOMMENDATIONS That the Housing Scrutiny Committee notes the contents of the presentation.	

Signed: 

Director of Property Management

Date: 26th September 2024

1. Purpose of Report

- 1.1 This report introduces a presentation to the Housing Scrutiny Committee covering the new regulatory Tenant Satisfaction Measures (TSMs) for 2023/24 related to tenant satisfaction, compliance and management information. This information was submitted to the Regulator and published on the Council's website in July 2024.

2. Background

- 2.1 Consumer Standards are the measurable quality and performance standards that the providers of registered social housing must meet so that tenants live in safe, good quality homes and can hold their landlords to account. The London Borough of Camden is a registered provider of social housing and must comply with the Consumer Standards. Consumer Standards were originally established by the Housing and Regeneration Act 2008 and were recently amended and update by the Social Housing (Regulation) Act 2023. There are now four updated standards which are:

- **The Safety and Quality Standard** – requires landlords to provide safe and good quality homes and landlord services to tenants.
- **The Transparency, Influence and Accountability Standard** – requires landlords to be open with tenants and treat them with fairness and respect so that tenants can access services, raise complaints when necessary, influence decision making and hold their landlord to account.
- **The Neighbourhood and Community Standard** – requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes.
- **The Tenancy Standard** – sets requirements for the fair allocation and letting of homes and for how those tenancies are managed by landlords.

- 2.3 The Social Housing (Regulation) Act 2023 requires the Regulator of Social Housing (RSH) to carry out regulatory inspections of all large, registered providers including local authorities on a four yearly cycle. The Tenant Satisfaction Measures (TSMs) form part of the monitoring carried out by the RSH and this report and presentation concerns the TSMs that were submitted this year and published on the Council's website.

3. Resident Satisfaction Survey

- 3.1 As part of its monitoring and assessment processes, the RSH requires landlords to carry out resident satisfaction surveys and collect performance and management data for submission and assessment, this data forms part of their Tenant Satisfaction measures (TSMs). On the resident satisfaction surveys, the Council worked with an independent research body, Service Insights Ltd. A representative random sample of Camden tenants were surveyed using survey methodology provided by the RSH.

3.2 Tenants were asked the 12 regulatory questions (TSMS) set out in the table below:

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

3.3 Further details of the regulatory requirements for Tenant Satisfaction Measures can found on the GOV.UK website.

3.4 The Council is also required to collect data on 10 performance and management measures as set out below.

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

3.6 The Council's data for 2023/24 was first presented to the Housing & Fire Safety Advisory Panel on 18 July 2024 and published on the Council's website on 19 July 2024.

3.7 Commentary on the Council's outturn is included alongside the data in Appendix 1.

4. Finance Comments of the Executive Director Corporate Services

4.1 The purpose of this report is to update the Committee on confirmed Tenants Satisfaction Measures on which the Council will provide performance reports to Council tenants and the of Social Housing Regulator. There are minimal direct financial implications arising from this report.

4.2 However achieving good performance on all the TSMs is a challenge given the current financial position of the Council's Housing Revenue Account (HRA). The Council has an ambitious Housing and Repairs Transformation Programme which is key to improving performance within the limited resources available. Details of the both the financial challenge and the transformation programme can be found in the July 2024 update from the Cabinet Member for Better Homes to the Housing Scrutiny Committee.

5. Legal Comments of the Borough Solicitor

5.1 The Borough Solicitor has been consulted and has no comments to add.

6. Environmental Implications

6.1 There are none.

7. Appendices

7.1 Appendix 1 – TSMs 2023/24 and narrative

END