



Southwark Council

Tenant Satisfaction Measures – Summary of Approach 2024/25



Table of Contents

Introduction 3

Summary of Achieved Sample & Sample Method 3

Timing of Survey 4

Collection Method(s) 4

Sample Method 4

Representativeness 5

Questionnaire..... 13

Introduction



The Tenant Satisfaction Measures (TSM) Standard mandates that all registered providers develop and report TSMs in accordance with the guidelines set by the regulator. As part of this requirement, it is necessary for Southwark Council to inform its customers about its approach to conducting the TSM Perception survey and collecting data.

This document details Southwark Council's methodology and outlines the criteria specified in the Regulator of Social Housing's publication, Tenant Satisfaction Measures Return.

The Tenant Satisfaction Measures (TSM) Standard requires all registered providers to conduct tenant perception surveys and report performance annually as specified by the RSH. TSMs are intended to make landlords' performance more visible to tenants so that tenants can hold their landlord to account. TSMs consist of 22 measures: 10 providing management information from data held by the landlord and 12 satisfaction measures gathered from tenant surveys. In addition to overall satisfaction with landlord services, the measures cover five key themes:

- ▶ Keeping properties in good repair
- ▶ Maintaining building safety
- ▶ Respectful and helpful engagement
- ▶ Responsible neighbourhood management
- ▶ Effective handling of complaints

Providers must publish a summary of the survey approach used to generate published tenant perception measures. This must be made clearly available alongside each set of tenant perception measures published by the provider.

Summary of Achieved Sample & Sample Method



Southwark Council works with Acuity Research & Practice Ltd, an accredited organisation that is dedicated to providing research services in the social housing sector. We use survey information to understand how our tenants feel about their homes and services and how we can improve. Acuity was commissioned for collecting, generating and validating reported perception measures.

In 2024/25, Southwark Council completed TSM surveys with a sample of tenants. The sample size was chosen to ensure that the level of statistical accuracy set out by the Regulator of Social Housing was met. Southwark Council must ensure that they survey enough residents to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 2%.

During 2024/25, Southwark Council completed 2372 TSM surveys. Southwark Council have 35,481 properties which means that a statistical accuracy level of +/- 1.9% was achieved, which is a greater level of accuracy than required.

Timing of Survey



Southwark Council carried out a total of 2372 surveys between 18/09/2024 and 02/12/2024.

Collection Method(s)



The TSM Surveys were completed predominantly via telephone. The rationale for using a mixed methodology approach is:

- ✓ **Accessibility and Inclusivity:** Ensuring accessibility for all tenants, which aligns with our goal of reaching a broad and representative sample.
- ✓ **Engagement and Data Quality:** Direct interaction over the phone tends to enhance engagement, allowing participants to answer clarifying questions and leading to more accurate and detailed responses. This is particularly valuable for nuanced satisfaction metrics.
- ✓ **Response Rates:** Using a telephone methodology also allows Southwark Council to be reactive to flags and alerts, which improves customer recovery.
- ✓ **Reliability and Consistency:** Maintaining consistency with previous years' methodologies allows for more reliable trend analysis. It also enables richer information to be gathered.
- ✓ **Independence:** Using Acuity, an independent market research agency, means that participants are free from influence from the rest of the organisation.

Sample Method



Acuity contacted a random selection of current tenants from General Needs, TMO's, temporary and sheltered accommodation. These tenants participated in a telephone survey based on quotas set on area, tenure and age group. Extra Care tenants were sent online links for officers to complete with them. The survey is carefully scripted to ensure a professional and consistent process.

Survey responses are immediately shared with Southwark Council, who then manage a follow up and review process which includes both responding to feedback as necessary, and analysing the feedback, to understand how we can improve.

Representativeness



Representative checks were carried out to ensure that the survey was representative of the tenant population as a whole. The characteristics by which representativeness was determined were:

Area

Central
North
Sheltered
South
TA
TMO

Population	Sample
29%	29%
30%	30%
2%	2%
28%	27%
4%	3%
8%	10%

Property Type

BUN
FLT
HSE
MAI
SLS

Population	Sample
0%	1%
64%	62%
11%	12%
21%	23%
4%	3%

Tenancy Length

<1 year
1-3 years
4-5 years
6-10 years
11-20 years
Over 20 years

Population	Sample
1%	4%
11%	10%
5%	5%
16%	16%
31%	30%
36%	35%

Gender

F
M
T

Population	Sample
63%	65%
37%	35%
0%	0%

Age Group

0-24

25-34

35-44

45-54

55-59

60-64

65-74

75-84

85+

Population	Sample
1%	1%
7%	7%
17%	16%
21%	22%
13%	12%
13%	14%
16%	14%
8%	8%
4%	4%

Ethnicity

Asian/Asian British

Black/African/Caribbean/Black British

Mixed/Multiple Ethnic Groups

Other Ethnic Group

Prefer Not to Say

White British

White Other

Population	Sample
5%	5%
48%	45%
3%	3%
3%	3%
6%	5%
26%	24%
8%	7%

Disability

N

Y

Population	Sample
79%	75%
21%	19%

Number of Bedrooms

0

1

2

3

4

5

6

7

8

9

10

Population	Sample
0%	4%
14%	27%
35%	36%
36%	25%
12%	7%
2%	1%
1%	0%
0%	0%
0%	0%
0%	0%
0%	0%

Tenancy Type

GN
SH
TA
TMO

Population	Sample
86%	86%
2%	2%
4%	3%
8%	10%

Rep_Name

APPLEGARTH CO-OPERATIVE SCHEME
BERMONDSEY AND ROTHERHITHE CC
BOROUGH, BANKSIDE AND WALWORTH CC
BRECHLEY GARDENS TMO
BROWNING ESTATE MANAGEMENT BOARD
CAMBERWELL AND DULWICH CC
COOPER CLOSE CO-OPERATIVE SCHEME
DELAHYK RMO
D'EYNSFORD TMO
FAIR STREET TMO
FALCON POINT MANAGEMENT GROUP
GLOUCESTER GROVE TMO
HADDONHALL CO-OPERATIVE SCHEME
HOUSING ACCESS UNIT
INCOME TEAM NORTH
KENNINGTON PARK CO-OPERATIVE SCHEME
LEATHERMARKET CO-OPERATIVE SCHEME
PECKHAM AND NUNHEAD CC
PECKHAM AREA HOUSING OFFICE
SHELTERED UNIT
STYLES HOUSE TMO
TWO TOWERS TMO
WEBBER AND QUENTIN HOUSES TMO
WILLOWBROOK COOP
WRAYBURN HOUSE TMO

Population	Sample
0%	0%
22%	22%
24%	24%
0%	0%
1%	1%
20%	20%
0%	0%
0%	0%
1%	1%
1%	1%
0%	0%
1%	1%
0%	0%
4%	3%
0%	0%
0%	0%
3%	3%
21%	20%
0%	0%
2%	1%
0%	0%
0%	0%
0%	0%
0%	0%
0%	0%

Rep_Code

ARE06
BBWCC
BRCC
CDCC
CIN01
COOP01
COOP02
COOP03
COOP06
COOP09
COOP10
COOP11
COOP12
COOP13
COOP14
COOP15
COOP16
COOP17
COOP18
COOP19
EMB01
PNCC
RMB01
SHL01
SHUFE

Population	Sample
0%	0%
24%	24%
22%	22%
20%	20%
0%	0%
0%	0%
0%	0%
0%	0%
0%	0%
3%	3%
0%	0%
0%	0%
0%	0%
0%	0%
1%	1%
0%	0%
1%	1%
1%	1%
0%	0%
0%	0%
1%	1%
21%	20%
0%	0%
2%	1%
4%	3%

Area_Patch

AHM01T01P01
AHM01T01P02
AHM01T01P03
AHM01T01P04
AHM01T01P05
AHM01T01P06

Population	Sample
1%	0%
1%	0%
1%	0%
1%	0%
1%	1%
1%	1%

AHM01T02P01	1%	1%
AHM01T02P02	1%	0%
AHM01T02P03	1%	0%
AHM01T02P04	1%	0%
AHM01T02P05	1%	1%
AHM01T02P06	1%	1%
AHM01T02P07	1%	1%
AHM01T03P01	1%	1%
AHM01T03P02	1%	1%
AHM01T03P03	1%	1%
AHM01T03P04	1%	0%
AHM01T03P05	1%	2%
AHM01T03P06	1%	1%
AHM01T03P07	1%	1%
AHM01T04P01	1%	1%
AHM01T04P02	1%	1%
AHM01T04P03	1%	0%
AHM01T04P04	1%	0%
AHM01T04P05	1%	2%
AHM01T04P06	1%	1%
AHM01T04P07	1%	1%
AHM02T05P01	1%	0%
AHM02T05P02	1%	0%
AHM02T05P03	1%	0%
AHM02T05P04	1%	0%
AHM02T05P05	1%	1%
AHM02T05P06	1%	1%
AHM02T05P07	1%	1%
AHM02T06P01	1%	1%
AHM02T06P02	0%	1%
AHM02T06P03	1%	1%
AHM02T06P04	1%	1%
AHM02T06P05	2%	1%
AHM02T06P06	1%	0%
AHM02T07P01	1%	1%
AHM02T07P02	1%	1%

AHM02T07P03	1%	2%
AHM02T07P04	1%	1%
AHM02T07P05	1%	1%
AHM02T07P06	1%	1%
AHM02T07P07	1%	1%
AHM02T08P01	1%	1%
AHM02T08P02	1%	1%
AHM02T08P03	1%	1%
AHM02T08P04	1%	1%
AHM02T08P05	1%	1%
AHM02T08P06	1%	1%
AHM02T08P07	1%	1%
AHM03T09P01	1%	0%
AHM03T09P02	1%	0%
AHM03T09P03	1%	0%
AHM03T09P04	1%	0%
AHM03T09P05	1%	1%
AHM03T09P06	1%	1%
AHM03T09P07	1%	1%
AHM03T09P08	1%	1%
AHM03T10P01	1%	1%
AHM03T10P02	1%	1%
AHM03T10P03	1%	1%
AHM03T10P04	1%	1%
AHM03T10P05	1%	1%
AHM03T10P06	1%	1%
AHM03T10P07	1%	1%
AHM03T10P08	1%	1%
AHM03T10P10	0%	0%
AHM03T10P11	0%	1%
AHM03T10P12	0%	1%
AHM03T11P01	1%	1%
AHM03T11P02	1%	1%
AHM03T11P03	1%	1%
AHM03T11P04	1%	0%
AHM03T11P05	1%	0%

AHM03T11P06	1%	1%
AHM03T11P07	1%	1%
AHM03T11P08	1%	0%
HMB01T01P01	0%	1%
HMB01T01P02	0%	1%
HMB02T01P01	0%	1%
HMC03T01P01	0%	1%
HMC09T01P01	3%	1%
HMC15T01P01	0%	0%
HMC16T01P01	0%	1%
HMT01T01P98	0%	0%
HMT01T01P99	1%	0%
HMT02T01P100	0%	0%
HMT02T01P101	0%	0%
HMT02T01P102	0%	0%
HMT02T01P103	0%	0%
HMT02T01P104	0%	0%
HMT02T01P105	0%	0%
HMT02T01P106	0%	0%
HMT02T01P107	0%	0%
HMT02T01P108	0%	3%
HMT02T01P109	0%	0%
HMT02T01P110	0%	0%
HMT02T01P111	0%	0%
HMT02T01P112	0%	0%
HMT02T01P98	0%	0%
HMT02T01P99	0%	0%
HMT03T02P08	1%	1%
HMT05T02P10	0%	0%
HMT06T01P04	1%	0%
HMT06T01P99	0%	0%
HMT08T01P100	0%	0%
HMT08T01P99	0%	1%
SHM01T01P01	0%	1%
SHM01T01P02	0%	0%
SHM01T01P03	0%	1%

SHM01T01P04	0%	0%
SHM01T01P05	0%	0%
SHM01T01P06	0%	0%
SHM01T01P07	0%	0%
SHM01T02P01	0%	0%
SHM01T02P02	0%	0%
SHM01T02P03	0%	0%
SHM01T02P04	0%	0%
SHM01T02P05	0%	0%
SHM01T02P06	0%	0%
SHM01T03P01	0%	0%
SHM01T03P02	0%	0%
SHM01T03P03	0%	0%
SHM01T03P04	0%	0%
SHM01T03P05	0%	0%
SHM01T03P06	0%	0%
SHS01T01P01	1%	0%
SHS01T01P02	1%	0%
SHS01T01P03	1%	0%
SHS01T01P04	1%	0%
SHS01T01P05	1%	0%
SHS01T01P06	0%	1%
SHS01T01P07	0%	0%
SHS01T01P08	1%	1%

Questionnaire & Introductory Text



Hello is that [Respondent Name],

My name is [Interviewer Name] and I'm calling on behalf of [Organisation Name] from an independent research agency called Acuity. We are carrying out short satisfaction surveys with [description] to find out how satisfied you are with your home and the services you receive from them. Would you be able to spare [Survey Length] minutes to go through the survey with me now? IF NO ASK; can I call back at another time?

No appointments after [Project End Date]

IVR READ OUT: The survey will be used to calculate tenant satisfaction measures to be published by [Organisation Name] and reported back to the Regulator of Social Housing.

If the customer would like to verify the validity of this survey they need to contact [Organisation Name] by email [Email Address] or by phone [Telephone Number].

NB: Data sharing if challenged – “Your landlord will, from time to time, share your personal data with third parties for “legitimate interests”. This could be transferring it to repairs contractors to carry out repairs or for research purposes such as this, to ensure they are giving the best service possible. When signing your application form or agreement, you are automatically included in this legitimate interest clause which can also be found in the data privacy statement on your landlord's website. You can however opt out of this by contacting your landlord. If you are not happy that your landlord has passed your details to us and would rather we did not contact you again, we can remove your details from system and flag this back to your landlord. I however urge you to contact them to request your details are not shared with other parties.”

Before we start, I need to make you aware that we are bound by the Market Research Society Code of Conduct. All calls will be recorded for training and quality purposes. Any information that you give us will be treated in confidence and will be used to find ways of improving the service that [Organisation Name] provides. [Organisation Name] will be able to identify you from your survey responses, are you happy to continue?

NB: If asked – call recordings are stored for 90 days to allow our company to verify and validate the quality of interviews.

- ☐ Yes
- ☐ No

Label	Question text	Rating scale
Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Southwark Council Housing Services?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Overall Satisfaction Comments	What is the main reason for your answer when it comes to overall satisfaction?	Open Ended
Well Maintained Home	How satisfied or dissatisfied are you that Southwark Council Housing Services provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Safe Home	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Southwark Council Housing Services provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Communal Areas?	Do you live in a building with communal areas, either inside or outside, that Southwark Council Housing Services is responsible for maintaining?	Yes / No / Don't know
Communal Area satisfaction	How satisfied or dissatisfied are you that Southwark Council Housing Services keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Repairs in last 12 months?	Has Southwark Council Housing Services carried out a repair to your home in the last 12 months?	Yes/ No
Repairs last 12 months satisfaction	How satisfied or dissatisfied are you with the overall repairs service from Southwark Council Housing Services over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Time taken repairs	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Listens to views & acts upon them	How satisfied or dissatisfied are you that Southwark Council Housing Services listens to your views and acts upon them?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Keeps you informed	How satisfied or dissatisfied are you that Southwark Council Housing Services keeps you informed about things that matter to you?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Fairly and with respect	To what extent do you agree or disagree with the following 'Southwark Council Housing Services treats me fairly and with respect'?	Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, Not Applicable/Don't Know
Contribution to neighbourhood	How satisfied or dissatisfied are you that Southwark Council Housing Services makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know

Approach to ASB	How satisfied or dissatisfied are you with Southwark Council Housing Services' approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Complaints in last 12 months?	Have you made a complaint to Southwark Council Housing Services in the last 12 months?	Yes / No
Complaints Handling	How satisfied or dissatisfied are you with Southwark Council Housing Services' approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
One thing improve	If Southwark Council Housing Services could do one thing to improve its services, what would you like it to be?	Open Ended
Permission 1 - Happy to be identified	The results of this survey are confidential. However, would you be happy for us to give your responses to Southwark Council Housing Services with your name attached so that they have better information to help them improve services?	Yes / No
Permission 2 - Follow up	Would you be happy for Southwark Council Housing Services to contact you to follow up any of the comments or issues you have raised?	Yes / No