

TENANT SATISFACTION MEASURES CONSULTATION RESPONSE

1. INTRODUCTION

- 1.1 The Regulator of Social Housing is creating a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services. Among other things, the system will involve a set of tenant satisfaction measures that social housing landlords must report on. Tenants will be able to use these measures to understand how well landlords are doing. The Regulator is now at the point where they want to know what tenants, landlords and other organisations think about the tenant satisfaction measures they are proposing.

2. BACKGROUND

- 2.1 In 2020, the government published The Charter for Social Housing Residents – Social Housing White Paper, which sets out ways to improve things for people living in social housing. The white paper says landlords should keep properties in good repair, maintain the safety of buildings, handle tenants' complaints effectively, engage with tenants helpfully and with respect, and take a responsible role in managing their neighbourhood. It suggests possible tenant satisfaction measures designed to see how well landlords are meeting these expectations.
- 2.2 The Regulator is proposing 22 tenant satisfaction measures, covering five main themes. Ten of these would be measured by landlords directly, and 12 by landlords carrying out tenant perception surveys.
- 2.3 The Regulator opened consultation on the 22 proposed measures in December 2021 with a requirement to receive responses by 3 March 2022. It was agreed, at January 2022's Housing and Homelessness Overview and Scrutiny Panel, that a Task and Finish Group of members would be set up to review the consultation documentations and propose responses to each of the 22 consultation questions.
- 2.4 This Task and Finish Group met 3 times to review the consultation documentation and form the responses in Appendix 1.

3. Consultation Responses

- 3.1 The consultation responses can be found at **Appendix 1**.

4. CONCLUSIONS

- 4.1 Whilst the Task and Finish Group supported the majority of the measures proposed, the group provided some additional feedback to be considered by the Regulator.

5. FINANCIAL IMPLICATIONS

- 5.1 There are no financial implications in direct response to the consultation. However, meeting the requirement to survey all tenants as part of the regulatory regime will incur set up costs of approximately £6,000 to £10,000 in 2022/23. There may be further costs associated with the wider consumer standards to be brought as part of the Social Housing White Paper proposals. These wider consumer standards are dependent on new legislation and will be kept under close review. The new Tenant Satisfaction

Measures, the subject of this paper, do not depend on new legislation coming into force and are expected to go live in Spring 2023.

6. CRIME & DISORDER IMPLICATIONS

- 6.1 Under the Social Housing White Paper, the Social Regulator will get enhanced powers to impose higher fines on poorly performing social landlords.

7. ENVIRONMENTAL IMPLICATIONS

- 7.1 The new Tenant Satisfaction Measures will drive up standards including the places and environment within which they live.

8. EQUALITY & DIVERSITY IMPLICATIONS

- 8.1 As part of this review the Regulator has carried out an Equality Impact Assessment (EQIA) to ensure groups of tenants with protected characteristics are not disadvantaged in any way. The consultation requires the Council to review and comment on the EQIA. The Council's response can be found at Appendix 1.

9. RECOMMENDATIONS

- 9.1 The consultation responses are noted and submitted as New Forest District Council's response to the consultation.

10. PORTFOLIO HOLDER ENDORSEMENT

I have agreed to the recommendation of this report.

Sign: Cllr Jill Cleary Date: 24/02/22

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Background Papers:

[Tenant Satisfaction Measures
TSM consultation document
Consultation on the introduction of tenant
satisfaction measures - GOV.UK
\(\[www.gov.uk\]\(http://www.gov.uk\)\)](#)
[Annex 2 TSM Detailed proposals](#)
[Annex 3_Draft TSM Survey Requirements
\(\[publishing.service.gov.uk\]\(http://publishing.service.gov.uk\)\)](#)
[Annex 4_Draft guidance on submission of
TSM data \(\[publishing.service.gov.uk\]\(http://publishing.service.gov.uk\)\)](#)
[Annex 6_Draft Regulatory Impact
Assessment \(\[publishing.service.gov.uk\]\(http://publishing.service.gov.uk\)\)](#)
[Annex 7_Draft Equality Impact
Assessment \(\[publishing.service.gov.uk\]\(http://publishing.service.gov.uk\)\)](#)
[Annex 8_TSM consultation questions
\(\[publishing.service.gov.uk\]\(http://publishing.service.gov.uk\)\)](#)