

Our TSM survey approach

The Tenant Satisfaction Measures (TSMs) reported show Selwood Housing's full year performance (April 2023 – March 2024). Performance measures from the satisfaction survey are based on 592 responses received during that time.

Why?

The Regulator of Social Housing requires all registered housing providers to carry out tenant perception surveys and report on TSMs annually. The TSMs make landlords' performance visible, keeping tenants informed and helping them to hold landlords accountable.

There are 22 TSMs: 10 management information measures and 12 satisfaction measures. They cover five key themes: keeping properties in good repair, maintaining building safety, respectful and helpful engagement, responsible neighbourhood management, and effective handling of complaints, alongside the key measure for overall satisfaction with landlord services.

The Regulator provides [Tenant Survey Requirements](#) guidance.

How?

Selwood Housing engaged an independent external agency, Acuity, to conduct our TSM perception survey via telephone. This is the preferred method of communication for most of our customers and ensures that we can achieve the number of responses required (a minimum of 550) for our results to be statistically valid.

By using telephone as the survey channel, target quotas can be used and calculated proportionately to ensure that a representative percentage of tenants are included in the survey. An email link to an online version of the survey can be sent by the interviewer if requested.

Acuity had already been running pilot TSM surveys for many of their clients prior to the TSM requirements coming into effect. By outsourcing to an external company with specialist expertise, we can be sure that our survey is compliant with the regulatory requirements and that our customers can feel comfortable providing honest feedback and have the option to remain anonymous should they wish. Customers are not offered any incentive to take part. Selwood Housing doesn't have the resources or capacity to carry out a TSM telephone survey in-house.

Selwood Housing carries out many other transactional surveys in-house via SMS and email across a range of our services such as repairs, gas servicing, call handling and complaints. Feedback from these surveys does not contribute to the TSM results but is instead used to monitor real time customer experience.

Who?

Acuity selects participants at random from a list provided, ensuring they receive feedback from a representative sample of our customers, across our different housing need categories (general needs and sheltered schemes), neighbourhood areas, and demographic profile. As Selwood has less than 1000 shared ownership homes, we are not required to include shared ownership customers in our TSM survey.

When?

The survey is carried out quarterly. Results are available on an online portal and a written report is provided every quarter. Results are reviewed on an ongoing basis by the relevant teams and published in regular customer newsletters and on Selwood Housing's website. If customers have stated that they are happy to be contacted about their response and have raised specific concerns, we will get in touch to discuss how we can put things right. We also make sure that staff praise, and positive feedback is passed onto the relevant teams.

What?

We ask a set of questions set out by the Regulator, which must be asked in a specific order and use specific wording to enable comparison with other landlords. We also ask some additional questions to help us gain a better understanding of our customers' views.

View the [telephone survey questionnaire](#).