TENANT SATISFACTION MEASURES (TSMs)

The Tenant Satisfaction Measures (TSMs) were introduced in the year 2023 by the Regulator of Social Housing in England to assess how well landlords are doing in providing good quality homes and services.

The measures show how well we perform in the following areas:

- Keeping homes in a good state of repair
- Tenant Engagement
- Building Safety
- Complaints Performance
- Contribution to neighbourhood management

There are 22 measures, 12 of these are tenant perception measures, which are measured through our tenant perception survey and 10 are Management Information Measures which are measured through record keeping of our performance.

These measures have been designed to drive up standards and improve the quality of social housing by:

- Providing tenants with information on their landlord's performance, enabling them to hold their landlord to account
- Giving the Regulator insight about landlord performance, and about which landlords might need to improve things for their customers

Do survey responses accurately reflect the views of all tenants?

The 12 perception measures are based on the outcomes of the Tenant Survey that was carried out in 2023-24. We received 277 responses in total with a fair representation of all dwelling unit types from the different localities in which we operate. We are confident that the response rate accurately reflects how our tenants feel about our service.

Who conducted AIHA's Tenant Perception Survey?

The Tenant Perception Survey was managed in-house by AIHA staff along with guidance from Acuity Research & Practice (www.arap.co.uk).

Who participated in the survey?

All tenants in LCRA (social and affordable rented accommodation) and LCHO (shared ownership) were invited to participate. The tables below illustrate the response rate:

LOCALITY	AIHA HOUSING STOCK (%)	RESPONSE RATE (% of all survey responses)
Hackney	77	81
Barnet	5	5
Salford	15	9
Essex	2	4

DWELLING TYPE	AIHA HOUSING STOCK (%)	RESPONSE RATE (% of all survey responses)
Estates	53	61
Shared Ownership	10	14
Street Properties	17	15
HFOP/Supported Living	20	10

Benchmarking our performance against other providers:

All housing associations are required to collect information about tenant satisfaction (TSMs). This allows AIHA to compare our performance against other providers.

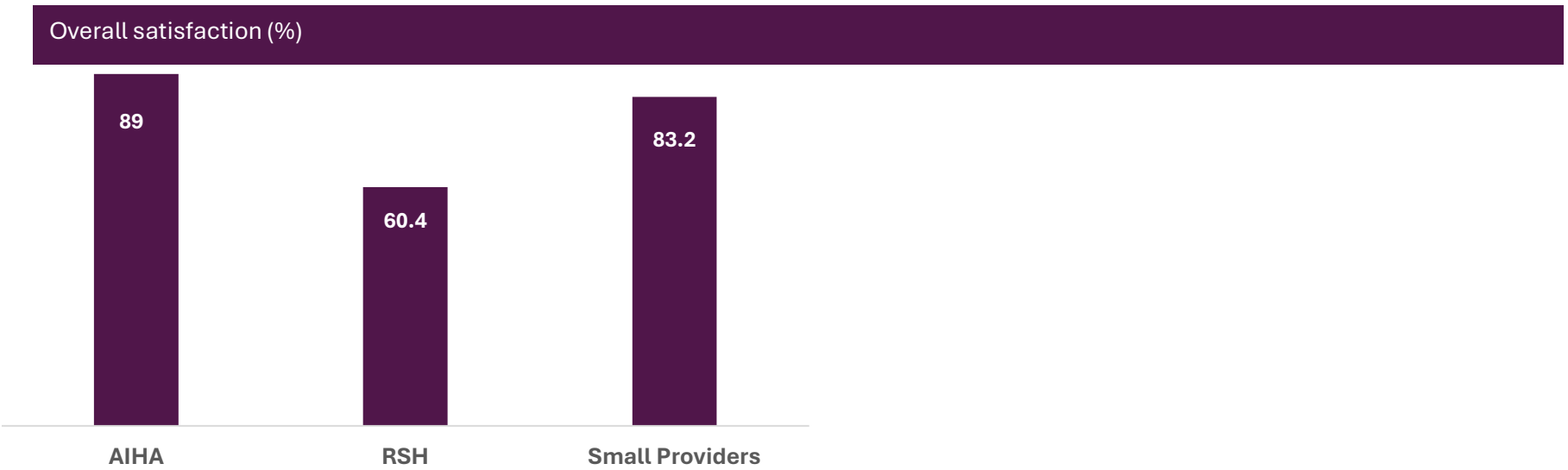
The data in the following table shows how AIHA performs compared to others in 2023-24. For comparison purposes, we have used data published by Acuity about small housing associations, and by the Regulator of Social Housing (RSH) about the whole sector. [Please note that the Regulator measures LCRA (Low Cost Rental Accommodation or rented homes) and LCHO (Low Cost Home Ownership, or shared ownership homes) separately. For comparison purposes AIHA has used an average of the Regulator's LCRA and LCHO data.]

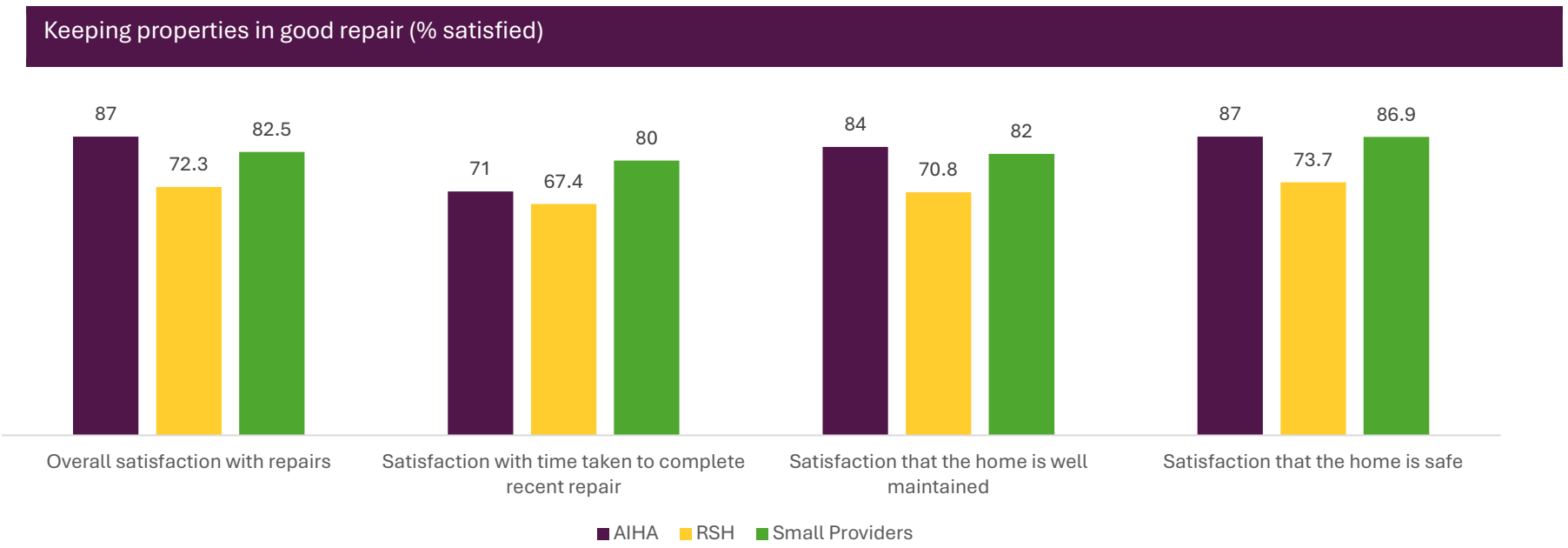
What do the results tell us?

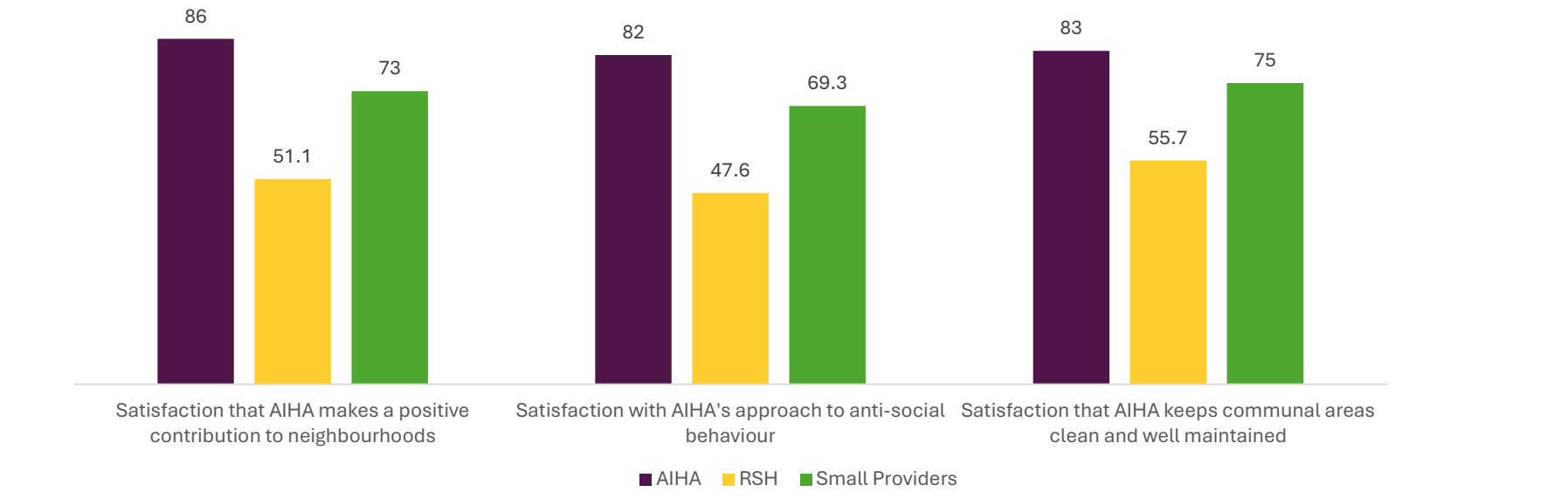
AIHA's overall performance measures favourably with other housing associations. Overall tenant satisfaction measured 12.5% higher than the average score.

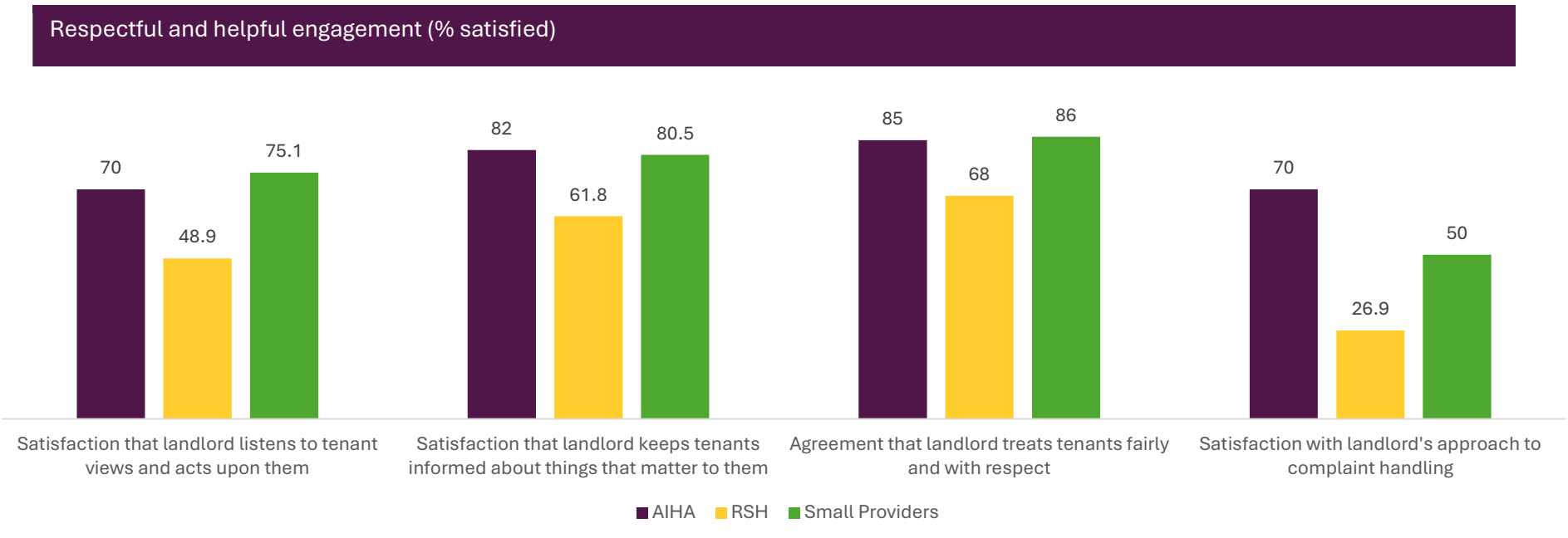
Our building safety performance is similar to the rest of the sector, and we performed well in keeping our properties in good repair. We did not perform so well in neighbourhood management and recognise that this as an area for improvement. AIHA performs well above other housing associations with effective complaint handling.

How our TSM measures compare with other housing providers 2023-24









Management Information Measures

	AIHA 2024-25	AIHA 2023-24	RSH 2023-24	Small Providers 2023-24
Gas safety checks	99.8%	99%	99.9%	100%
Fire safety checks	100%	100%	100%	100%
Asbestos safety checks	100%	100%	100%	100%
Water safety checks	100%	100%	100%	100%
Lift safety checks	100%	100%	100%	100%
Homes that meet the Decent Homes Standard	99.9%	100%	99.5%	100%
Emergency repairs completed with target timescales	94%	100%	95.3%	98.1%
Non-emergency repairs completed with target timescales	87%	83%	81.3%	93.6%
Stage 1 complaints	23.5	20	38.9	25
Stage 2 complaints	8.7	6	7.4	4
ASB incidents	26	17	35.5	29
ASB hate incidents	0	3.4	0	.6

BENCHMARK DATA REFERENCE:
AIHA: TSM Report 2023-24
RSH: Calculated average of LCRA and LCHO (RSH TSM 2023-34 Headline Report November 2024)
Small Providers: Acuity Benchmarking Report 2024

AIHA

TSM REPORT
2024-25