



GUILDFORD
B O R O U G H

Tenant Satisfaction Measures (TSMs) Report 2024 - 2025

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Guildford Borough Council Housing Services

What are the Tenant Satisfaction Measures?

The Tenant Satisfaction Measures (TSMs) were introduced by the Regulator of Social Housing to give tenants a clearer view of how well their landlord is performing.

There are 22 measures in total, grouped into the following areas:

- **Repairs and maintenance**
- **Building safety**
- **Communications and complaint handling**
- **Tenant engagement and satisfaction**
- **Neighbourhood management**

These include:

- 10 performance-based measures, using data from our housing systems
- 12 perception-based measures, from a survey of tenants

These results are published in line with our obligations under the Regulator of Social Housing's Tenant Satisfaction Measures Standard. We have taken all reasonable steps to ensure the data published here is accurate, valid, and compliant with regulatory guidance.

How We Carried out the survey of tenants

To ensure independence and accuracy, we commissioned **Acuity Research & Practice**, a specialist social housing research company, to carry out the TSM survey

- **Survey period:** 21 June to 19 July 2024
- **Method:** Telephone interviews
- **Sampling:** A random sample of tenants covering over **10%** of all council tenants
- **Total respondents:** **596 tenants** took part

The questions asked were based on the standardised TSM perception measures issued by the Regulator of Social Housing. The results reflect the views of tenants living in general needs and sheltered housing.

This approach ensures the results are **robust, impartial, and representative**, and meets the regulatory requirement for reliability and validity.

We're publishing this report now as a holding version to meet regulatory requirements by 30 June 2025. A full Annual Report to Residents will follow later this year.

Our 2024/25 TSM Results

1. Building Safety (TSM BS01–BS05)

TSM Ref	Measure	Result
BS01	Homes with a valid gas safety check	99.7%
BS02	Buildings with a fire risk assessment	100%
BS03	Homes with an asbestos survey	100%
BS04	Homes with a water safety risk assessment	100%
BS05	Buildings with lift safety checks	100%

2. Repairs and Maintenance (TSM RP01–RP02)

TSM Ref	Measure	Result
RP01	Homes not meeting the Decent Homes Standard	10%
RP02 (1)	Non-emergency repairs completed on time ¹	80.1%
RP02 (2)	Emergency repairs completed on time ²	98.8%

3. Anti-Social Behaviour (TSM NM01)

TSM Ref	Measure	Result
NM01(1)	ASB cases per 1,000 homes	6.7
NM01(2)	ASB cases involving hate incidents	0.0

4. Tenant Perception Measures (TSM TP01–TP12)

Perception-based results gathered through independent tenant survey (2024).

TSM Ref	Measure	Result
TP01	Overall satisfaction with the landlord	61%
TP02	Satisfaction with repairs	63%
TP03	Satisfaction with time taken for most recent repair	63%
TP04	Satisfaction that the home is well maintained	61%
TP05	Satisfaction that the home is safe	68%
TP06	Landlord listens to tenants	41%
TP07	Landlord keeps tenants informed	56%
TP08	Fair and respectful treatment	64%
TP09	Satisfaction with complaints handling	22%

¹Non-emergency repairs: Completed within 20 working days in line with the councils policy

² Emergency repairs: Completed within 4 to 24 hours, depending on the nature of the issue

TP10	Communal areas are clean and well maintained	48%
TP11	Landlord makes a positive contribution to neighbourhood	45%
TP12	Satisfaction with ASB handling	43%

5. Complaints

TSM Ref	Measure	Result
CH01 (1)	Number of Stage one complaints received per 1,000 homes	59.9
CH01 (2)	Number of Stage two complaints received per 1,000 homes.	4.4
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales ³	53.5%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales ⁴	54.5%

Key Messages

- **Safety compliance** is very high, with all key safety checks at or near 100%.
- **Repairs** are strong for emergencies (98.8%) but need improvement for routine repairs (80.1%).
- **Satisfaction** is highest for safety and repairs, but **lowest for complaints handling (22%)** and being listened to (41%).

What We're Doing Next

These results are shaping our Housing Improvement Plan for 2025/26. Key actions include:

- Improving complaints handling and communication
- Increasing investment in repairs and reducing non-decent homes
- Expanding tenant voice through the Housing Operations Board and local engagement
- Reviewing and improving estate services and ASB response

³ Stage 1 Complaints: A response should be provided within **10 working days** in line with the Housing Ombudsman's Complaint Handling Code

⁴ Stage 2 Complaints: A response should be provided within **20 working days** in line with the Housing Ombudsman's Complaint Handling Code.

For more information or to get involved, please visit:

www.guildford.gov.uk/housing

These results are published in accordance with the requirements of the Regulator of Social Housing's Tenant Satisfaction Measures Standard. All data has been compiled in line with the 2024/25 regulatory year and follows the prescribed methodology and definitions. Perception survey work was carried out independently by Acuity Research & Practice in summer 2024.

This summary presents the 2024/25 Tenant Satisfaction Measures. The full Annual Report to Tenants - available [here](#) - was published in summer 2025