



# Southampton City Council TSM LCRA

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## Tenant Satisfaction Measures – Summary of Approach 2024/25





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## 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 Southampton City Council (SCC) to inform its customers about its approach to conducting the TSM Perception survey and collecting data.

This document details SCC'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



SCC 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, SCC completed TSM surveys with a sample of residents. The sample size was chosen to ensure that the level of statistical accuracy set out by the Regulator of Social Housing was met. SCC must ensure that they survey enough residents to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 3%.

During 2024/25, SCC completed 1501 TSM surveys. SCC have 15,293 properties which means that a statistical accuracy level of +/- 2.4% was achieved, which is a greater level of accuracy than required.

No tenant was removed from the sample frame.

No incentives were offered.



## Timing of Survey



SCC carried out a total of 1587 surveys between 06/01/2025 and 28/01/2025.

## Collection Method(s)



The TSM Surveys were completed via telephone and online. 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:** Indirect interaction by online, and 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 mixed method approach maximises the robustness of our data and ensuring the results truly reflect the tenant base. Continuing to include a telephone aspect also allows SCC 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



A sample approach was used for the survey. Acuity contacted a random selection of current tenants from Low Cost Rental Accommodation properties to participate in a mixed methodology survey based on quotas set on property type, ward, tenure type and age group. The survey is carefully scripted to ensure a professional and consistent process.

Survey responses are immediately shared with SCC, 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:

### Tenure Type

Gen Needs  
Supported  
Temp Accommodation

Population	Sample
79%	78%
21%	21%
0%	0%

### Gender

M  
F  
Unknown

Population	Sample
39%	38%
61%	61%
1%	0%

### Property Type

HOU  
PAH  
FLA  
OP  
MAI  
BNG  
TMP  
ROO  
SBM

Population	Sample
23%	23%
8%	8%
35%	35%
21%	21%
10%	10%
0%	0%
0%	0%
0%	0%
3%	3%

### Ward

Peartree  
Portswood  
Freemantle  
Redbridge  
Coxford  
Harefield  
Shirley  
Bassett  
Bargate

Population	Sample
4%	4%
1%	1%
1%	1%
13%	13%
10%	11%
6%	6%
5%	5%
3%	3%
6%	6%



Swaythling  
Woolston  
Bitterne Park  
Sholing  
Thornhill  
Millbrook  
Bevois  
Banister & Polygon

4%	4%
9%	9%
2%	2%
3%	3%
17%	18%
10%	10%
3%	3%
1%	1%

### Length of Tenancy

A. < 1 year  
B. 1 - 3 years  
C. 4 - 5 years  
D. 6 - 10 years  
E. 11 - 20 years  
F. Over 20 years

Population	Sample
5%	9%
17%	16%
9%	9%
22%	21%
26%	24%
21%	20%

### Age Group

0 - 24  
25 - 34  
35 - 44  
45 - 54  
55 - 59  
60 - 64  
65 - 74  
75 - 84  
85 +

Population	Sample
1%	2%
11%	12%
18%	18%
17%	17%
9%	9%
10%	10%
18%	17%
11%	11%
4%	3%



## Questionnaire & Introductory Text



### Telephone Intro:

Hello, is that [Respondent Name]?

My name is [Interviewer Name], and I'm calling on behalf of Southampton City Council from an independent research agency called Acuity. We are carrying out short satisfaction surveys with residents to find out how satisfied you are with your home and the services you receive from them. Would you be able to spare 10 minutes to go through the survey with me now? IF NO ASK; can I call back at another time?

No appointments after 28/03/2025

IVR READ OUT: The survey will be used to calculate tenant satisfaction measures to be published by Southampton City Council 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 Southampton City Council by phone [023 8083 3006].

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 Southampton City Council provides.

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

- ☐ Yes
- ☐ No



#### Email Intro:

Dear (tenant name),

Southampton City Council have asked us, Acuity, to carry out an independent survey to find out if you are happy with your home and the services they provide.

The survey should take no more than 10 minutes to complete and will help Southampton City Council to improve the services you receive. The survey will be used to calculate annual tenant satisfaction measures to be published by Southampton City Council and reported back to the Regulator of Social Housing.

To complete the survey please click [here](#).

If you have any questions or would like any help completing the survey, you can email us or call 01273 287114.

Finally, we wish to assure you that what you tell us will be confidential. We will not identify any individual customers, unless you give us permission to do so. We will not share your personal details with any other organisation.

Yours sincerely

Acuity Research & Practice Ltd  
01273 287114

Label	Question text	Rating scale
Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Southampton City Council?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Overall Satisfaction Very Satisfied Comments	Please can you explain why you are very satisfied?	Open Ended
Overall Satisfaction Neutral Comments	Overall, what could Southampton City Council have done differently or better to improve your satisfaction with the service?	Open Ended
Overall Satisfaction Very Dissatisfied Comments	Please can you explain why you are very dissatisfied? And what Southampton City Council needs to improve?	Open Ended
Well Maintained Home	How satisfied or dissatisfied are you that Southampton City Council 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 Southampton City Council 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 Southampton City Council is responsible for maintaining?	Yes, No, Don't know
Communal Area Satisfaction	How satisfied or dissatisfied are you that Southampton City Council keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Home or Communal Safe / Well Maintained	If you do not feel that your home (and / or communal areas) are safe and/or well maintained, please can you explain why and suggest what could be improved?	Open Ended
Repairs in Last 12 Months	Has Southampton City Council 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 Southampton City Council 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
Repairs Service Time Taken Comments	If you are not satisfied with how Southampton City Council deals with repairs and maintenance, please could you explain the reason why?	Open Ended
Listens and Acts	How satisfied or dissatisfied are you that Southampton City Council 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 Southampton City Council 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 'Southampton City Council treats me fairly and with respect'?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
Easy to Deal With	How satisfied or dissatisfied are you that Southampton City Council is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Customer Service and Communication Comments	If you are not satisfied with customer service and communications please provide more information, and what could Southampton City Council improve?	Open Ended
Contribution To Neighbourhood	How satisfied or dissatisfied are you that Southampton City Council 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 Southampton City Council 's 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 Southampton City Council in the last 12 months?	Yes, No
Complaints Handling	How satisfied or dissatisfied are you with Southampton City Council 's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know



One Thing Improve	If Southampton City Council could do ONE thing to improve its services, what would you like it to be?	Open Ended
Cost of Living	Do you currently struggle with any of the following...? Paying your rent or service charges, Meeting the costs of household bills, Meeting the cost of utility / fuel bills	Yes, No, Future, Prefer not to say
Permission 1	The results of this survey are confidential. However, would you be happy for us to give your responses to Southampton City Council with your name attached so that they have better information to help them improve services?	Yes, No
Permission 2	Would you be happy for Southampton City Council to contact you to follow up on any of the comments or issues you have raised?	Yes, No

