

Change of Research Agency for Tenant Satisfaction Measures (TSM) Survey

As you may be aware, the Regulator of Social Housing requires all landlords to carry out an annual survey of tenant satisfaction called the Tenant Satisfaction Measures (TSM). The results must be published to tenants at the end of each financial year and shared with the Regulator.

From April 2026, we will be working with a new research agency to conduct our TSM surveys. IFF Housing Research, our current provider, will continue to carry out surveys until the end of March 2026.

If you are contacted during this time, we encourage you to take part. Your feedback helps us understand what is working well and where we need to improve.

Only a random selection of residents is contacted. If you have opted out of surveys or marketing, you will not be contacted.

Tenant Leadership Factor (TLF) Research will contact a random selection of residents by email or phone to invite them to take part in the survey. More information on how and when they get in touch will be shared closer to the time.

The TSM survey consists of 12 measures that ask residents about their view of important areas such as property maintenance, repairs service, complaints handling, how we keep you informed about things that matter to you, and that you are provided with a home that is safe.

We hope that as many tenants as possible will take part in the survey when invited. Your feedback is extremely valuable to us and helps us understand what we're doing well and where we need to improve.

If you have any questions about the TSM survey or the change of research agency, please feel free to contact us.