

Tenant Satisfaction Measures (TSM) Survey – Frequently Asked Questions

Every year, we carry out a Tenant Satisfaction Measures (TSM) survey, as required by the Regulator of Social Housing. A random sample of tenants are invited to share their views on our services. The results are published and shared with the Regulator to show how we're performing and where we need to improve.

What is the TSM survey?

It's an annual survey required by the Regulator of Social Housing to measure tenant satisfaction with our services.

Who runs the survey?

The survey is carried out by Tenant Leadership Factor (TLF) Research, an independent research company that specialises in housing.

Who will be contacted?

A random selection of tenants in General Needs rental accommodation.

How will I be contacted?

Mostly by phone, and some by email or text. Calls will come from a number starting **01484**.

Do I have to take part?

No. Taking part is completely optional.

Can I stay anonymous?

Yes. You can choose to remain anonymous or attach your name to your feedback.

What happens to the results?

We publish the results, share them with the Regulator, and explain what we'll improve based on your feedback. We also publicise results on the website four times a year.

Keeping your information safe

Your contact details are shared with TLF Research only for this survey. They follow strict data protection rules and won't share your information with anyone else. You won't be asked for personal or financial details.

Recognising the call

Calls will come from 01484, take place during the day or early evening, and never later than 8:30pm.

Not contacted?

Your views still matter. You can share feedback at any time by contacting us directly via our website or contact the Resident Engagement Officer.