



Tenant Satisfaction Measures Survey. (TSMs), 2024.

This standard incorporates the published requirements on TSMs that came into force from April 2023 under the TSM Standard. The Transparency, Influence and Accountability Standard replaces the TSM Standard.

Standard

Outcomes landlords must deliver about being open with tenants and treating them with fairness and respect so that tenants can access services, raise complaints, influence decision making and hold their landlord to account.

Requirements

The Transparency, Influence and Accountability Standard requires all registered providers of social housing to collect and report annually on their performance using a core set of defined measures. We call these measures the Tenant Satisfaction Measures. The TSMs provide tenants with greater transparency about their landlord's performance.

The information must meet the requirements set out in both Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant Survey requirements.

The new Code applies from 1 April 2024.

North Memorial Homes Compliance

In accordance with the legislation North Memorial Homes, (NMH), are required to issue a survey to residents every two years. The results of the survey must be published on the NMH website and available to anyone on request.



North Memorial Homes, (NMH), issued the survey to all 35 residencies in November 2024. A third of the surveys were completed and returned by the return date 20th December 2024.

Results of the Surveys Returned.

- 1. Overall Satisfaction: 100%**
- 2. Repairs to your home: 75% were very satisfied, (the other 25% had not required repairs in the last 12 months).**
- 3. How long it takes to repair your home: 75% were very satisfied, (the other 25% had not required repairs in the last 12 months).**
- 4. A well-maintained home: 84% were very satisfied. (the other 16% did not respond to the question).**
- 5. A safe home: 84% were very satisfied. (the other 16% did not respond to the question).**

Report produced January 2025.

**S Stevenson BSC, M.C.I.H.
Housing Manager.
North Memorial Homes.**