

CABINET

26 JUNE 2026

REPORT OF THE PORTFOLIO HOLDER FOR HOUSING AND PLANNING

A.5 OUTTURN PERFORMANCE AGAINST THE REGULATOR OF SOCIAL HOUSING'S TENANT SATISFACTION MEASURES FOR 2025/26

PART 1 – KEY INFORMATION

PURPOSE OF THE REPORT

To advise Cabinet of the Council's outturn performance against the Regulator of Social Housing's Tenant Satisfaction Measures for 2025/26.

EXECUTIVE SUMMARY

Tenant Satisfaction Measures (TSMs) are metrics that all social housing landlords in England are required to collect and report on to the Regulator of Social Housing (RSH). The TSMs should also be published by those organisations for others to see.

The Social Housing (Regulation) Act 2023 set in place measures intended to improve standards for people living in social housing. It set out a new regulatory framework for the consumer regulation of social housing to strengthen the accountability of landlords for providing safe homes, quality services and treating residents with respect. The introduction of TSMs formed part of this framework.

Since 1 April 2023, all social housing providers have been required by the RSH to collect data to inform TSMs and these are aimed at helping improve standards for people living in social housing by:

- Providing visibility by allowing tenants to see how well their landlord is doing and enabling tenants to hold their landlords to account
- Letting tenants see how well their landlord is performing in comparison with other landlords
- Giving the RSH insight into which landlords might need to improve things for their tenants

There are 22 TSMs and these are grouped into the following five themes:

- Keeping properties in good repair
- Maintaining building safety
- Respectful and helpful engagement
- Complaints handling
- Neighbourhood management

Ten of the TSMs are measured by landlords through their performance indicators and 12 are measured by an annual tenant perception survey. The RSH also sets out its

requirements (including mandatory questions and methodology) for data collection and reporting.

Landlords with 1,000 or more homes are required to send their data to the RSH by 30 June 2026 and the data for all landlords will be published by RSH in Autumn 2026

The Council's Outturn Performance Report against the TSMs indicates a slight decline in tenant satisfaction with the proportion of respondents who report that they are satisfied with the overall service from their landlord decreasing from 81.3% in 2024/25 to 78.7% in 2025/26. This is set out in both **Appendix A and B** and also in detail in **Appendix D**.

Satisfaction with repairs, both overall satisfaction with repairs and satisfaction with the time taken to complete a repair, has further decreased. The reasons for this is something that the Council will explore in more detail with the members of the Tenants Panel. Conversely, the proportion of non-emergency and emergency repairs completed within the Council's target timescale has increased.

It is notable that there has been an overall increase in the number of complaints received. The number of complaints received at Stage 1 that were responded to within the Housing Ombudsman's Compliant Handling Code timescales has improved when compared to 2024/25 figures but the opposite has happened in respect of Stage 2 complaints.

The proportion of homes that fail to meet the Decent Home standard has increased to 4.9%. This increase over the 2024/25 figure is attributed to better data on housing stock quality following the completion of 3022 stock condition surveys at 31 March 2026.

The scores for 9 of the 12 TSMs, including overall satisfaction, reported via the tenant perception survey are above the benchmark for local authorities.

The council will use information from the TSM data to inform ongoing understanding of its services and to plan service improvement.

RECOMMENDATION(S)

That Cabinet:

- (a) Notes the Council's Outturn Performance Report against the Regulator of Social Housing's Tenant Satisfaction Measures for 2025/26, as set out in Appendix A, for publication on the Council's website and submission to the Regulator of Social Housing by 30 June 2026;**
- (b) notes the Council's Performance against the Regulator of Social Housing's Tenant Satisfaction Measures for 2025/26 compared with performance for 2023/24 and 2024/25, as set out in Appendix B;**
- (c) Notes the current progress against the Tenant Satisfaction Measures Action Plan for 2024/25, as set out in Appendix C;**
- (d) requests that following the Council's Tenant Panel examination of the data presented in this report and its appendices, the Corporate Director for Operations and Delivery in consultation with the Portfolio Holder for Housing and Planning, develops a new action plan for 2026/27 focusing on continuous improvement, with consideration to prioritisation, resources and on-going delivery; and**

(e) Subject to (d) above the Action Plan for 206/27 be presented to the Council's Audit Committee to review effectiveness and monitoring arrangements.

REASON(S) FOR THE RECOMMENDATION(S)

To receive the outturn performance report before its submission to the Regulator of Social Housing and publication on the Council's website.

ALTERNATIVE OPTIONS CONSIDERED

The collation and submission of the TSM data is a mandatory requirement of the Consumer Standards for social housing providers. There is, therefore, not an alternative option.

In addition to reviewing the TSMs submitted, the RSH will also carry out regular inspections and investigate organisational complaints to ensure compliance with the new standards. It is fully expected that the Council will receive an inspection in the next two years.

Failure to meet the Consumer Standards could result in the RSH using its enforcement powers which include requiring a registered provider to submit a performance improvement plan or to take particular actions set out in an enforcement notice. The RSH will also be able to authorise an appropriate person to enter a social housing premises to take emergency remedial action and issue penalties or require the housing provider to pay compensation.

PART 2 – IMPLICATIONS OF THE DECISION

DELIVERING PRIORITIES

The service provision that informs the Regulator's TSMs contribute to a number of Corporate Plan 2024-28 themes:

- Pride in our area and services to residents
- Working with partners to improve quality of life

OUTCOME OF CONSULTATION AND ENGAGEMENT

The TSM and Complaints Subgroup of the Council's Tenant Panel has reviewed the outturn performance figures presented in this report. The subgroup has in turn reported the findings along with recommendations to the main Tenant Panel at its meeting on 16 June 2026.

The Tenant Panel's response will be read out at the Cabinet meeting.

LEGAL REQUIREMENTS (including legislation & constitutional powers)

Is the recommendation a Key Decision (see the criteria stated here)	Yes	If Yes, indicate which by which criteria it is a Key Decision	X Significant effect on two or more wards ☐ Involves £100,000 expenditure/income ☐ Is otherwise significant for the service budget
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		And when was the proposed decision published in the Notice of forthcoming decisions for the Council (must be 28 days at the latest prior to the meeting date)	23 April 2026
The Social Housing Regulation Act 2023 builds upon the previous regulatory framework for housing and introduced revised standards that came into force on 1 April 2024. These standards contain specific expectations registered providers of social housing must comply with and detail the outcomes that providers are expected to achieve. The Equality Act 2010 provides a legislative framework to protect the rights of individuals and to advance equality of opportunity for all. The Act sets out the duties the Council has ‘to advance equality of opportunity between persons who share a protected characteristic and persons who do not share it’. It also sets out the circumstances when the Council has a legal duty to make adjustments to their services.			
YES	The Monitoring Officer confirms they have been made aware of the above and any additional comments from them are below:		
The Transparency, Influence and Accountability Standard requires all registered housing providers to collect and report annually on their performance using a core set of defined measures, with a view to providing greater transparency to support the effective scrutiny by tenants about their landlord’s performance. Guidance documents have been produced by the Regulator of Social Housing in relation to Tenant Satisfaction Measures. Whilst the Regulatory for Social Housing has its own requirements, its approach is supported by the Council’s statutory best value duty, with a key theme at the centre being continuous improvement. One of the characteristics of a well-functioning authority is an organisational-wide approach to continuous improvement, driven by an established transformation function or programme, with frequent monitoring, performance reporting and updating of the corporate and improvement plans. Currently, housing services are in the midst of a transformation programme focusing on continuous improvement and using data to provide valuable insight to understand its services. It is considered that the report should highlight the themes of the TSMs to inform Cabinet whether action is required and how this data will inform continuous improvement.			
FINANCE AND OTHER RESOURCE IMPLICATIONS			
There are no significant financial implications associated with this performance report or its submission to the Regulator of Social Housing. However, the requirement to carry out an annual survey to inform the perception measures does place a financial burden on the service’s budgets.			

The implementation of the Consumer Standards and the actions required to meet these will have a financial impact in the longer term. As highlighted in earlier reports, the impact from the new era of Social Housing Regulation is significant in terms of resources (both capacity and money) and there will need to be an on-going balance between income and expenditure within the 30 Year HRA Business plan.	
X	The Section 151 Officer confirms they have been made aware of the above and any additional comments from them are below: Although there are no significant comments over and above those set out elsewhere within this report, it is worth drawing particular attention to the point made immediately above relating to the 30 Year HRA Business Plan. Although the new era of Social Housing Regulation is one of the most significant issues that will have an impact on the long term financial sustainability of the HRA, there are various competing financial priorities and challenges that will need to remain under on-going review as part of the development of the business plan over the remainder of the year that will in-turn inform future year's budgets. It is also worth highlighting that many of these competing demands have emerged since the self-financing reforms back in 2012 and therefore were not recognised within the longer-term financial implications set out within the Government's decision at that time.
USE OF RESOURCES AND VALUE FOR MONEY	
The following are submitted in respect of the indicated use of resources and value for money indicators:	
A) Financial sustainability: how the body plans and manages its resources to ensure it can continue to deliver its services;	The Council has an adopted Financial Strategy.
B) Governance: how the body ensures that it makes informed decisions and properly manages its risks,	The Council has a mature constitutional structure and framework of policy for decision-making. It is intended that the appended policies will augment that framework.
C) Improving economy, efficiency and effectiveness: how the body uses information about its costs and performance to improve the way it manages and delivers its services.	The Council has an adopted Financial Strategy.
MILESTONES AND DELIVERY	
The Council is required to submit details of its performance against the TSMs to the Regulator of Social Housing by 30 June 2026. The performance information will also be published on the Council's website on or before this date. The Regulator is then due to publish the results for all housing providers in the autumn of 2026.	
ASSOCIATED RISKS AND MITIGATION	
The collation and submission of this information is a requirement of the RSH's Consumer Standards that came into effect on 1 April 2024.	

Failure to meet these standards could result in the Regulator using its enforcement powers which include requiring a registered provider to submit a performance improvement plan or to take particular actions set out in an enforcement notice. The Regulator will also be able to authorise an appropriate person to enter a social housing premises to take emergency remedial action and issue penalties or require the housing provider to pay compensation.

In addition to the TSMs, the RSH will also carry out regular inspections and investigate organisational complaints to ensure compliance with the new standards.

EQUALITY IMPLICATIONS

In line with the Public Sector Equality Duty, the Council has due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.

SOCIAL VALUE CONSIDERATIONS

Creates healthier, safer and more resilient communities: To build stronger and deeper partnership working arrangements whilst continuing to engage and empower tenants.

IMPLICATIONS FOR THE COUNCIL'S AIM TO BE NET ZERO BY 2050

The collation of data to inform the Regulator's Tenant Satisfaction Measures does not present a direct impact on the Council's target for net zero greenhouse gas emissions from its business operations by 2050. The Council will be mindful of energy efficiency measures, wherever relevant, in the implementation of its policies and procedures which inform this data.

IMPLICATIONS ON DEVOLUTION AND LOCAL GOVERNMENT REORGANISATION

The TSMs are a mandatory requirement and do not have implications on either devolution or LGR. It should be noted that the RSH have been clear that devolution and LGR should not impact upon social housing landlords' obligations and delivery of services and the inspection programme will be continuing.

Colchester City Council holds retained housing stock of around 6,000 homes that are managed via an arm's length management company – Colchester Borough Homes. Braintree District Council does not have any housing stock.

OTHER RELEVANT CONSIDERATIONS OR IMPLICATIONS

Consideration has been given to the implications of the proposed decision in respect of the following and any significant issues are set out below.

Crime and Disorder

The annual tenant perception survey records the level of satisfaction amongst tenants with the Council's approach to handling complaints of anti-social behaviour. It also records the number of complaints of anti-social behaviour received relative to the size of the landlord. The Council is also able to compare its performance with other housing providers.

Health Inequalities	Efficient delivery of housing services is likely to have a progressive effect in relation to the health of people of the locality.
Subsidy Control (the requirements of the Subsidy Control Act 2022 and the related Statutory Guidance).	The Council will follow subsidy control legislation and regulations, where applicable, in relation to the content and implementation of these policies.
Area or Ward affected	All

PART 3 – SUPPORTING INFORMATION

BACKGROUND

The Council has retained its housing stock and currently manages over 3,000 homes as well as more than 400 leasehold properties and around 350 garages.

The Social Housing (Regulation) Act 2023 allows the RSH to take action against social landlords before people are at risk and hold landlords to account with regular inspections. It introduces new social housing consumer standards and gives the Secretary of State power to require social landlords to investigate and rectify serious health hazards.

The Consumer Standards contain specific expectations registered providers of social housing must comply with and detail the outcomes that providers are expected to achieve. These standards came into force on 1 April 2024.

The Consumer Standards contain specific expectations registered providers of social housing must comply with and detail the outcomes that providers are expected to achieve.

The Consumer Standards cover:

- Safety and Quality Homes
- Transparency, Influence and Accountability
- Neighbourhood and Community
- Tenancy

These standards aim to foster better relationships between landlords and tenants, improve housing conditions and enhance overall service delivery.

One of these Consumer Standards – Transparency, Influence and Accountability sets out required outcomes that registered providers must achieve in relation to performance information and these are as follows:

Registered providers must:

- a) collect and process information specified by the regulator relating to their performance against the tenant satisfaction measures. The information must be collected within a timeframe set by the regulator and must meet the regulator's requirements in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements

b) annually publish their performance against the tenant satisfaction measures. This should include information about how they have met the regulator's requirements set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements. This information must be published in a manner that is timely, clear, and easily accessed by tenants; and

c) annually submit to the regulator information specified by the regulator relating to their performance against those measures. The information must be submitted within a timeframe and in a form determined by the regulator.

In meeting these requirements, registered providers must ensure that the information is an accurate, reliable, valid, and transparent reflection of their performance against the tenant satisfaction measures.

The TSMs are as set out below, grouped into the 5 themes:

Keeping properties in good repair

- Satisfaction with repairs
- Satisfaction that the home is well maintained
- Satisfaction with time taken to complete most recent repair
- Homes that do not meet the Decent Homes Standard
- Repairs completed within target timescales

Maintaining building safety

- Satisfaction that the home is safe
- Gas safety checks carried out
- Fire safety checks carried out
- Asbestos safety checks carried out
- Water safety checks carried out
- Lift safety checks carried out

Respectful and helpful engagement

- Satisfaction that the landlord listens to tenants views and acts upon them
- Satisfaction that the landlord keeps tenant informed about things that matter to them
- Agreement that the landlord treats tenants fairly and with respect

Complaint handling

- Satisfaction with the Council's approach to handling of complaints
- Complaints relative to the size of the landlord

- Complaints responded to within the Housing Ombudsman's Complaints Handling Code timescales

Responsible neighbourhood management

- Satisfaction that the landlord keeps communal areas clean and well maintained
- Satisfaction that the landlord makes a positive contribution to neighbourhoods
- Satisfaction with landlords approach to handling anti-social behaviour
- Anti-social behaviour cases relative to the size of the landlord

The information required to inform these measures is collected via either a tenant perception survey or via the landlord's management information.

Additionally, there is a single measure for overall satisfaction that is included in the tenant perception survey with the mandatory question "Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?"

The RSH has established specific technical requirements along with mandatory questions and methodologies for data collection and reporting. Landlords were required to start data collection during the 2023/24 financial year, and landlords with over 1,000 homes are required to submit their results annually to the RSH.

To inform the tenant perception measures, the Council commissioned ARP Research in 2024 to conduct a survey on its behalf to inform the 12 perception measures over three years – 2024/25, 2025/26 and 2026/27. As well as informing the TSMs, this survey enabled the Council to understand how our tenants feel about the services we provide and to be sure we are delivering them in the way and to the standard that tenants want.

The 2025/26 survey was sent to all general needs and sheltered housing tenants and it included the specific wording to inform the perception TSMs as well as some questions on topics such as interest in future engagement opportunities. Those who did not respond were subsequently sent two reminder mailings, one of which included a further copy of the questionnaire. The survey was also available for completion online, with two additional email reminders to 970 households with a recorded email address (12% response). The survey was incentivised with a free prize draw.

Overall, 1,020 tenants took part in the survey, which represented a response rate of 35% (error margin +/- 2.5%). This comfortably exceeded the stipulated TSM target error margin of +/- 4.0%.

The final survey data was weighted by interlaced stock type, age group and area to ensure that the survey is representative of the tenant population as a whole. The final survey report is attached as **Appendix D**.

Data to inform the management information performance indicators has been taken from the Council's own management records.

Officers will continue to work with the Council's Tenant Panel, including the Tenant Panel Sub Group for TSM and Complaints to review the outturn performance against the TSMs and to compare this with that of other housing providers and will agree an action plan of improvement items for 2026/27.

A TSM Survey Results action plan was developed following the TSM data that was reported for 2024/25. This is attached as **Appendix C** and has been updated throughout the year to reflect progress with each action.

To hold housing providers accountable, the Regulator of Social Housing will inspect larger landlords (those with more than 1,000 properties) regularly, scrutinise tenant satisfaction data and use enforcement powers when necessary. The goal is to drive continuous improvement in social housing and ensure tenants receive the best possible service.

Analysis of the data collected

The data collected is presented in Appendices A and B with **Appendix A** presenting only the data collected for the 2025/26 submission and **Appendix B** presenting a comparison of that data against the data collected for 2023/24 and 2024/25.

The comparison shows that in the majority of areas our performance and levels of tenant satisfaction have either reduced or remained the same. In most cases the change is not statistically significant, apart from approach to handling complaints that has reduced from 49% in 2024/25 to 36% in 2025/26.

TP01 measures the proportion of respondents who report that they are satisfied with the overall service from their landlord which for 2025/26 is reported at 78.7%, a reduction from 81.3%, in 2024/25.

Satisfaction with repairs that have been carried out (TP02 and TP03) has reduced further although the time taken to complete repairs as measured against the Council's target timescales (RP02) has further improved over the 2023/24 and 2024/25 result.

Anti-social behaviour complaints have decreased significantly from 2024/25. Note that the reduction from 2023/24 to 2024/25 was due to changes in how these cases are recorded with cases being recorded in 2023/24 as ASB when in fact they did not fall within the RSH's definition of an ASB complaint. Further improvements to data recording have seen the level of recorded cases reduce further.

Similarly to 2024/25 RP01 is reported as the number of non-decent homes identified during the rolling stock condition survey reported as a proportion of the overall dwelling stock. For 2025/26 the figure has been reported based on the 3022 stock condition surveys carried out by 31 March 2026. 152 homes were non-decent at 31 March 2026. A programme of capital investment is being developed using the stock condition survey findings. This investment programme will set out the plan to ensure all homes are returned to the Decent Home Standard.

BS01, proportion of homes for which all required gas safety checks have been carried out, is again slightly below the expected 100%. This is because gas safety checks are a rolling programme and in a small number of cases access to the property proves difficult to achieve and in those instances immediate action is taken to enforce access or as a last resort disconnect the gas supply.

The data presented in the appendices will be discussed further with the Tenant Panel during the year and the sub group will be involved in updating the TSM Survey Results Action Plan.

Action Plan

Following the reporting of the 2024/25 outturn performance an action plan based on the tenant perception aspects was developed that is attached as **Appendix C**. The action plan has been reviewed throughout the year as actions have been completed.

An action plan based on the 2025/26 data has been drafted and will be further developed for approval by the Tenant Panel at the September meeting. Additionally, this action plan will be presented to the council's Audit Committee.

BACKGROUND PAPERS AND PUBLISHED REFERENCE MATERIAL

None.

APPENDICES

Appendix A – Performance against the Regulator of Social Housing's Tenant Satisfaction Measures for 2025/26

Appendix B – Performance against the Regulator of Social Housing's Tenant Satisfaction Measures for 2025/26 compared with performance for 2023/24 and 2024/25

Appendix C – TSM Action Plan 2024/25

Appendix D – ARP Research TSM Survey Report 2025/26

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