

LONDON BOROUGH OF CAMDEN	WARDS: All
REPORT TITLE 2024/25 Tenant Satisfaction Measures (TSMs)	
REPORT OF Director of Property Management	
FOR SUBMISSION TO Housing Scrutiny Committee	DATE 15 July 2025
SUMMARY OF REPORT <p>This report summarises Camden's Tenant Satisfaction Measures as derived for the 2024/25 financial year, a comparison to the previous year, alongside additional context and early benchmarking against other London Boroughs.</p> <p>Local Government Act 1972 – Access to Information: No documents that require listing have been used in the preparation of this report</p> <p>Contact Officer: Murylo Batista Murylo.Batista@camden.gov.uk Senior Data Analyst - Housing London Borough of Camden 5 Pancras Square London N1C 4AG</p>	
RECOMMENDATIONS <p>That the Housing Scrutiny Committee note the contents of this report.</p>	

Signed:



Date: 4th July 2025

1. Introduction

- 1.1. The Social Housing (Regulation) Act 2023 introduced a range of Tenant Satisfaction Measures (TSMs) to assess the perception of services amongst tenants and how landlords are performing on compliance and key aspects of service delivery. In line with these statutory obligations, we have commissioned surveys and analysed data to produce outturn figures for all TSMs. As the measures are common to all social housing providers it will also support comparative analysis and sharing of best practice. Later in the year the Regulator of Social Housing (RSH) will publish its nationwide data sets using these indicators.
- 1.2. This year's results, listed in the individual sections below, show improvements in our adherence to the decent homes standard, completion of non-emergency repairs in target time, certification of lifts, improved data management on anti-social behaviour caseloads (bringing our measurement into line with other landlords) and an increase in complaint volumes.
- 1.3. The TSM perception survey results show that satisfaction scores have improved on 10 out of the 12 measures. There has been a positive movement on the perception of how Anti Social Behaviour is handled (+11.6%), and this is an area where changes in policy and practice have been introduced. Scores are lower in relation to the perception of complaints handling (-7.3%) and slightly lower (-1.3%) on the perception of the repairs service. The perception of the overall service from Camden has increased by 3.3% and the score of 71% is higher than London median of 61%.

2. Background on data collection

- 2.1 Tenant Satisfaction Measures (TSMs) were introduced in 2023/24 as a regulatory requirement for all social housing landlords in England. There are 22 TSMs – of which 12 are sourced from a tenant perception survey. This year's perception results are based on 1,021 responses collected by combination of face-to-face interviews (919 responses) and telephone interviews (102 responses). The sample was representative of age and ethnicity of main tenant, neighbourhood district, number of bedrooms, and type of estate (large, small, tower block, street property).
- 2.2 The TSMs track how well social landlords are doing in providing quality homes and services. As a social housing provider, we must report our results every year, covering the period from 1 April to 31 March starting from 2024 to 2025. The measures focus on five key themes. These are:
 - housing repair
 - building safety
 - engagement
 - complaints
 - neighbourhood management

2.3 There are 22 performance measures that we must report on. These are made up of:

- 12 tenant perception measures that show tenant satisfaction with the services we provide (measured in our survey)
- 10 management information measures that use our internal performance data

2.4 The measures help us understand our performance and where we need to improve.

3. Tenant perception measures (TP01-12)

3.1 External contractors were commissioned to survey a representative sample of our tenants (1,021 in total). Survey methods were overseen and delivered by an independent research company, Service Insights, working in partnership with Housemark. 102 participants responded via telephone interview, whilst 919 were engaged face to face, consistent with the previous two years' surveys to track changes and Camden's commitment to maximising face to face engagement in our activities including data collection for surveys.

3.2 The tenant perception measures aim to capture tenant satisfaction with our services.

Measure	24/25	23/24	Difference (24/25 - 23/24)	London Borough Median
TP01: % satisfied with the overall service from Camden	71.0%	67.7%	3.3%	61%
TP02: % satisfied with the overall repairs service from Camden over the last 12 months	64.5%	65.8%	-1.3%	45%
TP03: % satisfied with the time taken to complete their most recent repair after they reported it	58.4%	58.0%	0.4%	63%
TP04: % satisfied that Camden provides a home that is well maintained	64.8%	60.9%	3.9%	63%
TP05: % satisfied that Camden provides a home that is safe	77.2%	71.2%	6.0%	69%
TP06: % satisfied with Camden listening to their views and acting upon them	55.9%	51.2%	4.7%	53%
TP07: % satisfied with Camden keeping them informed about things that matter to them	75.2%	66.0%	9.2%	71%

Measure	24/25	23/24	Difference (24/25 - 23/24)	London Borough Median
TP08: % agree with the statement: "Camden treats me fairly and with respect"	77.3%	73.7%	3.6%	71%
TP09: % satisfied with Camden's approach to complaints handling	28.3%	35.6%	-7.3%	27%
TP10: % satisfied Camden keeps communal areas clean and well maintained	75.3%	71.8%	3.5%	64%
TP11: % satisfied Camden make a positive contribution to their neighbourhood	76.3%	68.6%	7.7%	66%
TP12: % satisfied with Camden's approach to handling anti-social behaviour	57.9%	46.3%	11.6%	59%

3.3 Key points to note:

- The highest scores relate to being treated fairly and with respect and the safety of the home (77.3%).
- ASB handling (TP12) has seen the biggest increase on last year (57.9%, +11.6% compared to 23/24).
- Other TSMs with sizeable increases were satisfaction with providing a safe home (77.2%, +6% compared to 23/24), keeping tenants informed (75.5%, +9.2%) and making positive contribution to neighbourhood (76.3%, +7.7%).
- Tenants are least satisfied with approach to handling complaints (28.3%) and listening to views and acting upon them (55.9%).

3.4 Looking at correlations between the overall satisfaction score and all the other questions, it was identified that keeping the home well maintained, listening to views and acting upon them, and overall repairs service have the strongest impact on overall satisfaction. Early benchmarking data shows that the Council has higher scores than the London Borough median on certain indicators. Final benchmarking carried out by the RSH will look at wider national comparators and the methodology used by landlords, as this can also be a factor in overall scoring.

3.5 The TSMs with the largest increases may relate to specific policy and practice interventions such as the new ASB policy and procedures, and the intensive tenant engagement programme. Though not unique to Camden, complaints handling continues to be a priority area of concern and improvement for tenants.

4. Complaints Handling (CH01 & CH02)

Measure	2024/25	2023/24	Difference (24/25 - 23/24)	London Borough Median
CH01: Complaints relative to the size of the landlord				
No. Stage 1 Complaints	2,479	1,564		
No. Stage 2 Complaints	566	382		
CH01.1: Stage One Complaints received per 1,000 homes	106.4	67.4	+57.9%	72.2
CH01.2: Stage Two Complaints received per 1,000 homes	24.3	16.5	+47.3%	18.6
CH02: Complaints responded to within Complaint Handling Code timescales				
No. Stage 1 Responded in Time (Within 15 working days incl. 5 working days to acknowledge*)	2214	759		
No. Stage 2 Responded in Time (Within 25 working days incl. 5 working days to acknowledge*)	299	251		
CH02.1: % Stage 1 Responded in Time (Within 15 working days)	89.3%	48.5%	40.8%	76.5%
CH02.2: % Stage 2 Responded in Time (Within 25 working days)	52.8%	65.7%	-12.9%	73.0%

- 4.1 The Ombudsman has recently reported a nationwide 474% increase in repair related complaints over the past five years, and like most London Boroughs, Camden has also experienced a significant increase in volumes. The Council has worked hard to improve turnaround times for Stage 1 complaints and this is shown above. By their nature, Stage 2 complaints can be more challenging to turnaround more quickly and the greater volume received has impacted on timescales. The Council is looking at how the central complaints team can manage this increase in volume and is also working to reduce the risk of complaints escalating, e.g. through the new 'completions team' which makes sure Stage 1 complaint actions are completed.

5. Anti-Social Behaviour (ASB) cases (NM01)

- 5.1 Since last year Camden has implemented its ASB policy and moved case management to Civica, the case management software used by our community safety team, which has led to significant improvements in record keeping. This has led to a more accurate figure of Camden's ASB caseload relative to the previous year.

Measure	24/25	23/24	Difference (24/25 - 23/24)	London Borough Median
NM01.1 ASB cases per 1,000 homes	32.9	159.4	-126.5	22.4
NM01.2 ASB cases involving hate incidents opened per 1,000 homes	0.24	0.5	-0.26	1.15

6. Repairs (RP01 & RP02)

- 6.1 We have reduced the absolute number of homes that fail to meet the Decent Homes Standard by a third, reflecting targeted investment in capital works and other repairs. Further to the approval of the Housing Investment Strategy in January 2025, the Council is developing a programme of works to address decent homes failures that remain within the stock. The need to proactively maintain homes and make sure they meet the decent homes standard is a major focus of the Housing Investment Strategy.

Measure	24/25	23/25	Difference (24/25 - 23/24)	London Borough Median
RP01: % homes that do not meet the Decent Homes Standard	6.0%	9.1%	-3.1%	6.9%
RP02.1: % of non-emergency repairs completed within target timescale	84.5%	77.7%	6.8%	78.8%
RP02.2: % of emergency repairs completed within target timescale	85.9%	84.6%	1.3%	96.3%

- 6.2 In addition, we have seen some improvement on responding to non-emergency and emergency repairs within target, particularly for the former, however the resources available to the service remain under pressure from demand related to disrepair claims, the proactive approach to managing damp and mould, and the completion of the fire safety works programme. Improvements have also been made to IT systems – with a system called ROCC being implemented in December 2024 to assist with the scheduling and live tracking of repairs, and the service also commenced better IT system integration with M&E contractors (e.g. communal heating) to update data systems in real time.

7. Building Safety (BS01 – 05)

- 7.1 Camden has made significant progress on BS05 (percentage of relevant homes for which lift safety checks have been performed), through work with Zurich, the Council's insurer, who carry out these checks and the repairs team to make sure any reasons preventing safe access to lift motor rooms are addressed. The Council also used an additional contractor to speed up the completion of these checks. For gas, fire risk assessments and water hygiene (legionella), obtaining access to certain properties or communal areas can remain a challenge, especially where Camden is not the freeholder or access is required through one or more dwellings.

Measure	24/25	23/24	Difference (24/25 - 23/24)	London Borough Median
BS01: % homes for which all required gas safety checks have been carried out	99.1%	99.0%	0.1%	99.8%
BS02: % of homes for which all required fire risk assessments have been carried out	98.4%	99.6%	-1.2%	99.9%
BS03: % of homes where required asbestos management surveys or re-inspections have been carried out	99.9%	96.4%	3.5%	100%
BS04: % of homes for which all required legionella risk assessments have been carried out	99.9%	95.8%	4.1%	100%
BS05: % of homes for which all required communal passenger lift safety checks have been carried out	98.3%	75.7%	22.6%	98.8%

8. Finance Comments of the Executive Director Corporate Services

- 8.1 Corporate Services has been consulted and has no further comments to add.

9. Legal Comments of the Borough Solicitor

- 9.1 The Borough Solicitor has been consulted and has no further comments to add.

10. Environmental Implications

- 10.1 There are no environmental implications arising from this update report.

REPORT ENDS