

<b>LONDON BOROUGH OF CAMDEN</b>	<b>WARDS:</b> All
<b>REPORT TITLE</b> Tenant Satisfaction Measure Results 2025/2026	
<b>REPORT OF</b> Executive Director of Homes and Communities	
<b>FOR SUBMISSION TO</b> Housing Scrutiny Committee	<b>DATE</b> 17/06/2026
<p><b>SUMMARY OF REPORT</b></p> <p>This report presents Camden’s Tenant Satisfaction Measure (TSM) results for the 2025/26 financial year, in line with requirements set by the Regulator of Social Housing. It includes both tenant perception survey results and performance data based on management information.</p> <p>The report explains what the TSMs are, how they are calculated, and what they show about the quality of housing services provided to residents. It also clarifies how these measures differ from the Council’s regular performance indicators, noting that TSMs follow national standards and reflect performance across the full year.</p> <p>The report is intended to provide transparency on housing performance and support scrutiny of service delivery and improvement priorities.</p> <p><b>Local Government Act 1972 – Access to Information</b></p> <p>The following documents have been used in the preparation of this report:</p> <p>Housemark TSM Survey Report 2025/2026</p> <p><b>Contact Officer:</b> Ana Ilie - Lead Data Analyst (Homes and Communities) Email: <a href="mailto:ana.ilie@camden.gov.uk">ana.ilie@camden.gov.uk</a> Phone: +44 20 7974 7318</p>	
<p><b>RECOMMENDATIONS</b></p> <p>That the Committee:</p> <ul style="list-style-type: none"> <li>• Notes Camden’s Tenant Satisfaction Measure (TSM) results for the 2025/26 financial year.</li> <li>• Notes the distinction between perception survey results and management information measures, and how these are calculated.</li> </ul>	

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Signed:

Date: 19<sup>th</sup> June 2026

## 1. Purpose of Report

This report presents Camden’s Tenant Satisfaction Measures (TSM) results for the 2025/2026 financial year, in line with the Regulator of Social Housing’s requirements. These measures provide a standardised, nationally comparable view of how well landlords are performing from the perspective of tenants.

## 2. TSM Results

TSMs form part of a regulatory framework introduced by the Regulator of Social Housing to strengthen transparency, accountability, and tenant voice across the sector. They are divided into two types:

- Perception measures, captured through tenant surveys, reflecting residents’ views on housing service delivery, safety, engagement, and complaints.
- Management information measures, derived from landlords’ operational data, covering performance areas such as repairs, building safety compliance, complaints handling, and neighbourhood management.

### 2.1 Management Systems TSM

Management information TSMs are calculated using system generated data to measure performance across the full financial year.

For complaints and repairs, TSMs are reported as the proportion of cases completed within target timescales over the period 1 April 2025 to 31 March 2026. For Decent Homes (RP01) and building safety indicators, the measures represent a position as at the end of March 2026.

To monitor performance more regularly, Camden also tracks and publishes a suite of internal Key Performance Indicators (KPIs), some of which align with TSM indicators. However, these are typically calculated and reported on a monthly or quarterly basis. As a result, KPI figures for a given point in time (for example, March performance) may differ from TSM results, which reflect performance across the entire financial year and are calculated using prescribed regulatory definitions.

### 2.2 Combined TSM Results

TSM	23/24	24/25	25/26	YoY change	Commentary
<b>Management Systems Measures</b>					
CH01.1: Stage One Complaints received per 1,000 homes	67.3	106.6	146.88	▲ 38%	Volume of complaints has been on an ascending trajectory since we started reporting TSMs, with

CH01.2: Stage Two Complaints received per 1,000 homes	16.4	24.3	43.15	▲ 78%	<p>the steepest increase in Stage Two complaints.</p> <p>At the same time, on-time response rate has improved for Stage One and dropped slightly for Stage Two.</p> <p>Stage Two response rate has been fluctuating over the past 12 months but has seen rapid improvement since the start of 2026.</p>
CH02.1: % of Stage One complaints responded to within timescales	48.5%	89.3%	96.45%	▲ 7pp	
CH02.2: % of Stage Two complaints responded to within timescales	65.7%	52.8%	51.50%	▼ -1pp	
NM01.1: Anti-social behaviour cases that involve hate incidents opened per 1,000 homes	159.4	32.9	42.7	▲ 30%	<p>The 30% increase from FY 24-25 is likely due to a combination of improved engagement, data reporting practices and resident confidence in notifying the council.</p> <p>Please see Appendix 1 for more detail on this TSM.</p>
NM01.2: Anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.5	0.2	0.6	▲ 200%	
RP01: Homes that do not meet the Decent Homes Standard	9.1%	6%	6.78%	▲ 1pp	Slight increase in non-decent rate, likely due to increase in Housing Condition Survey coverage
RP02.1: % of non-emergency responsive repairs completed within target timescale	77.7%	84.5%	85.88%	▲ 1pp	<p>Slight improvement on non-emergency on time response, and slight drop for emergency.</p> <p>There has been a substantial increase in repairs volume for both non-emergency (17%) and emergency (20%) compared to the previous FY.</p> <p>The reporting logic has been updated to align with the new Repairs Policy and Service Standard, meaning the definition of 'on time' now reflects statutory standards rather than the internal operational tracking used previously.</p>
RP02.2: % of emergency responsive repairs completed within target timescale	84.6%	85.9%	83.75%	▼ -2pp	
BS01: Gas safety checks	99%	99.1%	98.6%	▼ -0.5pp	<p>Lift safety checks had a dip due to contractor performance issues.</p> <p>While a backup contractor was engaged, unfortunately they did</p>
BS02: Fire safety checks	99.6%	98.4%	99.6%	▲ 1pp	

BS03: Asbestos safety checks	96.4%	99.9%	100%	▲ 0.1pp	not complete all the required checks by the year end.
BS04: Water safety checks	95.8%	99.9%	100%	▲ 0.1pp	
BS05: Lift safety checks	75.7%	98.3%	91.3%	▼ -7pp	
<b>Perception Survey Measures</b>					
TP01 Satisfaction with overall service from their landlord	67.6%	71.0%	69.3%	▼ -2pp	Please see below for further detail on the insights from perception survey results.
TP02 Satisfaction with overall repairs service	65.8%	64.5%	66.4%	▲ 2pp	
TP03 Time taken to complete their most recent repair	58.0%	58.4%	66.7%	▲ 8pp	
TP04 Home is well maintained	60.9%	64.8%	65.0%	► 0pp	
TP05 Home is safe	71.2%	77.2%	79.1%	▲ 2pp	
TP06 Listens to tenant views and acts upon them	51.2%	55.9%	48.9%	▼ -7pp	
TP07 Keeps tenants informed about things that matter	66.0%	75.2%	73.1%	▼ -2pp	
TP08 Treats tenants fairly and with respect	73.7%	77.3%	76.0%	▼ -1pp	
TP09 Complaints handling	35.6%	28.3%	33.9%	▲ 5pp	
TP10 Keeps communal areas clean and well maintained	71.8%	75.3%	73.3%	▼ -2pp	
TP11 Positive contribution to the neighbourhood	68.6%	76.3%	71.6%	▼ -5pp	
TP12 Approach to handling anti-social behaviour	46.3%	57.9%	48.3%	▼ -10pp	

### 2.3 Perception Survey TSM

Now in its third year, the TSM Perception Survey generates 12 of the 22 statutory performance indicators required by the Regulator of Social Housing as part of compliance with the Transparency, Influence & Accountability consumer standard. The 25/26 scores point to another strong year of performance for Camden.

In Camden for 25/26, the headline overall satisfaction score (TP01) for 25/26 was 69.3%, a decrease of 1.7% from last year's 71.0% but still higher than the first-year baseline of 67.7%. It should be noted that when comparing with previous years,

differences in score that are + / - 3% should be interpreted with caution as these are most likely due to the underlying survey sample varying across years and are expected from the survey design.

Ensuring a representative sample across key demographic and property characteristics, the data collection method was 90% face-to-face and 10% telephone where 1,023 tenants in low cost rental accommodation were surveyed in total, or just under 5% of all households, including sheltered tenants and temporary accommodation clients in council stock. Methodology matters as the overall satisfaction score was 71% via face-to-face and 54% via telephone.

Since last year, Camden showed improvement in 5 out of the 12 survey TSMs (between 23/24 and 24/25, Camden had shown improvement in 10). Speed of completing repairs and approach to complaint handling have shown the biggest increases on last year. Tenants are most satisfied with safety of the home (79%). The three scores below 65% satisfaction were listening and acting (49%), ASB handling (48%), and complaints (34%). Repairs (overall and speed of completion) and the home being well maintained have the strongest impact on overall satisfaction.

When benchmarking scores, London Borough of Camden is broadly comparable with National and ahead of Peer Group median scores. Camden's overall satisfaction score remains well above the peer median of 60.3%, and for this year Camden scored higher than the peer median in 10 out of 12 measures. It should be noted that the Housemark peer group used in benchmarking analysis includes only London councils.

## 2.4 Priority Themes

**Anti-Social Behaviour:** The gain in ASB handling satisfaction score from 23/24 (46%) to 24/25 (58%) was met with a near equal loss in 25/26 (48%). Despite the rollout of the ASB policy last year, tenants remain dissatisfied with how ASB is handled, however this includes tenants who have not made an ASB report. Camden ranks low on this measure compared to national and peers. Nonetheless, the ASB score is contrasted by the 7 in 10 tenants who expressed satisfaction with how Camden contributes positively to the neighbourhood. Furthermore, the Camden context of central London, nightlife, and transport links means that ASB scores for Camden are unlikely to ever rise above national or peer medians.

**Building Safety:** This area is where tenants are most satisfied (4 in 5 tenants) in the perception survey, having increased 10% since the first-year baseline. Efforts around working with contractors and improving data reporting has likely influenced the positive outcomes. The qualitative data indicates ongoing concerns with building infrastructure such as lifts, stairs, and balconies.

**Complaints:** Satisfaction with complaints handling remains the lowest score (33%) in Camden even with 5-point increase from last year. About 20% of tenants surveyed had made a complaint report in the previous year, and as the most dissatisfied of the subgroups, improvements made with this cohort is likely to improve scores across other indicators. Complaints handling is always the lowest score for providers nationally and Camden ranks above peers in this measure.

**Listening and Acting:** Less than 50% of tenants say Camden is listening to tenant views and acting, and as one of the key drivers of overall satisfaction, communicating the good work Camden is doing remains a priority area for improvement. This can operate through clear feedback cycles where tenants feel Camden is transparent with its performance as a landlord in addition to responsiveness at the transaction level. That said, 3 in 4 tenants are satisfied that Camden treats them fairly and with respect, and a similar proportion is satisfied with being kept informed.

**Repairs:** After a stagnant first year, satisfaction with speed of repairs grew 8% from last year pointing to positive outcomes from recent improvements. On this same score, Camden is also 8% higher than the peer median. Maintaining consistency is key to sustaining these gains when 2 in 3 tenants are now satisfied with repairs maintenance and speed.

### **3. Finance Comments of the Director of Finance**

The Director of Finance has been consulted and has no further comments to add.

### **4. Legal Comments of the Borough Solicitor**

The Transparency, Influence and Accountability Standard requires all registered providers to generate and report tenant satisfaction measures (TSMs) as specified by the regulator. The Regulators document 'Tenant Satisfaction Measures: Technical Requirements' sets out the TSMs as defined by the regulator and requirements of the regulator in relation to these TSMs that all registered providers must meet. This document sits alongside Tenant Satisfaction Measures: Tenant Survey Requirements, which sets out further requirements as to how providers are required to conduct tenant perception surveys to generate a subset of TSMs ('tenant perception measures'). The TSMs are a core set of performance measures against which all providers must publish their performance. Providers are not restricted from collecting or publishing additional performance measures or information alongside the TSMs.

### **5. Environmental Implications**

There are no environmental implications for this TSM report.

## 6. Appendices

### Appendix 1:

An increase in case numbers doesn't always mean more ASB. An ASB awareness campaign by Community Safety and Communications launched in June 2025 encouraged residents to report ASB. Changes to the ASB policy in 2025 and response times may also have improved trust and confidence in the service. The lower figures seen in 24/25 may partly reflect the process changes introduced in October 2023, including the move away from a generic email inbox to a reporting form. This may have initially led to a temporary dip in reporting while residents adjusted to the new process. The high rate in FY 23-24 was due to a legacy reporting process and NEC system issues in formatting and extracting the data; in response, all ASB reporting now comes directly through Community Safety in the Civica system, which has significantly improved recording and consistency.

Hate-related ASB case rates remain low and stable in all three years but could even be undercounted as some reports may be hate-related but appear under other ASB types such as threatening behaviour, assault or graffiti.

Peer group benchmarking for management system data has not yet been released for FY 25-26, but in FY 23-24, the national landlord median was 36 ASB cases per 1,000 units. According to Housemark evidence, 60-84 ASB cases per 1,000 units are still considered a "healthy" range for ASB case rates.

Appendix 2: Housemark TSM Survey Report 2025/2026 (attached separately)

**REPORT ENDS**