



INNISFREE HOUSING ASSOCIATION

2024-25

ANNUAL TENANT SATISFACTION MEASURES REPORT

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1. INTRODUCTION

- 1.1 At Innisfree Housing Association (Innisfree), we are committed to providing safe, well-maintained homes and delivering services that meet the needs of our residents. This report sets out our performance against the Tenant Satisfaction Measures (TSMs) for the year 2024–2025, in line with the requirements of the Regulator of Social Housing.
- 1.2 The TSMs were introduced by the Regulator of Social Housing (RSH) as part of a wider reform of social housing regulation following the publication of the Charter for Social Housing Residents white paper in 2020. These reforms were formalised through the Social Housing (Regulation) Act 2023, which came into force in April 2024.
- 1.3 The purpose of the TSMs is to ensure that social housing landlords are held to account for the quality of the services they provide and the experiences of their tenants. The Regulator's aim is to create a more proactive, transparent, and resident-focused regulatory regime that prioritises safety, respect, and responsiveness.
- 1.4 Under the new consumer standards, landlords are expected to:
 - Ensure residents are safe in their homes.
 - Listen to residents' complaints and respond promptly and effectively.
 - Be accountable to residents and treat them with fairness and respect.
 - Understand the condition of every home and the needs of the people living in them.
 - Collect and use data effectively to monitor and improve services.
- 1.5 To support these standards, the Regulator has introduced a set of 22 Tenant Satisfaction Measures, which are split into two categories:
 - Tenant perception measures – based on surveys of residents (TP01–TP12).
 - Operational performance measures – based on landlord data (RP, BS, CH, NM codes).

1.6 These measures cover five key themes:

- Overall satisfaction
- Keeping properties in good repair
- Maintaining building safety
- Respectful and helpful engagement
- Effective handling of complaints
- Responsible neighbourhood management

1.7 All registered providers of social housing are required to collect and publish their TSM data annually. For landlords with fewer than 1,000 homes, there is flexibility to publish every two years, but we have chosen to publish annually to maintain transparency and accountability.

1.8 This report sets out our performance against the TSMs for the year 2024–2025, based on both survey responses from our tenants and our internal service data. It reflects our strengths, identifies areas for improvement, and outlines the steps we are taking to deliver better outcomes for our residents.

2. SURVEY METHODOLOGY AND COMPLIANCE WITH TSM REQUIREMENTS

2.1 To meet the Regulator of Social Housing’s requirements for tenant perception measures, Innisfree conducts quarterly telephone surveys using the standardised question set prescribed in the Tenant Satisfaction Measures Technical Requirements.

(a) We surveyed a total of 253 of our 606 tenants during the 2024–25 reporting year, with approximately 60 responses collected each quarter.

(b) Surveys were conducted quarterly throughout the year, to ensure we receive continual feedback from residents throughout the year.

(c) The surveys were conducted via telephone interviews, carried out by our independent contractor, Acuity. This method was chosen to ensure accessibility for residents who may not engage with online or postal surveys. For residents who do not wish to participate in telephone surveys, alternative options are available.

(d) A proportionate sampling approach was used to select participants from our tenant database, ensuring a fair and unbiased selection. The approach is sampled by housing group, local authority and age.

(e) As a small provider with fewer than 1,000 homes, we are not required to provide detailed quantitative analysis of sample representativeness.

(f) No weighting has been applied to the survey results. As a small provider, we report unweighted results in line with the Regulator's guidance.

(g) All tenant perception surveys were conducted by Acuity, an independent research organisation specialising in social housing. Acuity was responsible for collecting responses, ensuring data quality, and validating the results.

(h) One household was excluded from the sample frame as they opted out of receiving surveys, under the General Data Protection Act 2018. These exclusions were made in line with the Regulator's guidance and with tenant confidentiality protected.

(i) We met the required sample size for small providers and have no shortfall to report.

(j) No financial or material incentives were offered to tenants to encourage survey participation.

(k) There were no material changes to our survey methodology compared to previous years. The collection method, sample size, and contractor remained consistent throughout the reporting period.

(l) We have not excluded any tenant perception surveys that included TSM questions from our reported results.

(m) As the survey was conducted verbally, no visual features were used alongside the required response options.

- 2.2 This approach ensures that our reported tenant perception measures are valid, transparent, and compliant with the Regulator's expectations.

3. OUR 2024-25 RESULTS

3.1 The following table sets out our performance against each of the Tenant Satisfaction Measures for the year 2024–2025. These results are drawn from tenant perception surveys and operational data and reflect how well we are meeting the expectations set by the Regulator of Social Housing.

Code	Description	Result
TP01	Overall satisfaction	84%
TP02	Satisfaction with repairs	85%
TP03	Satisfaction with time taken to complete most recent repair	85%
TP04	Satisfaction that the home is well maintained	86%
RP01	Homes that do not meet the Decent Homes Standard	0%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale. (28 days)	96%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale. (7 days)	96%
TP05	Satisfaction that the home is safe	88%
BS01	Gas safety checks	100%
BS02	Fire safety checks	100%
BS03	Asbestos safety checks	100%
BS04	Water safety checks	100%
BS05	Lift safety checks	100%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	72%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	84%
TP08	Agreement that the landlord treats tenants fairly and with respect	88%
TP09	Satisfaction with the landlord's approach to handling complaints	43%
CH01 (1)	Number of stage one complaints received per 1,000 homes. (50 complaints received)	83%
CH01 (2)	Number of stage two complaints received per 1,000 homes. (3 complaints received)	12%
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	83%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	79%

TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	69%
NM01 (1)	Anti-social behaviour cases relative to the size of the landlord (per 1000 homes) (28 cases received)	46%
NM01 (2)	Anti-social behaviour cases relative to the size of the landlord (per 1000 homes) - ASB cases that involved hate incidents	0

4. CONCLUSION

- 4.1 Our Tenant Satisfaction Measures for 2024–2025 show strong performance in key areas such as repairs, building safety, and respectful engagement. We are pleased to see high levels of satisfaction with the condition and safety of our homes, and with how we communicate and treat our residents.
- 4.2 We also acknowledge that satisfaction with complaints handling remains lower. This is not unexpected, as complaints often arise from dissatisfaction and are, by nature, emotionally charged. While we are bound by the Housing Ombudsman's Complaint Handling Code and must follow its procedures, we continue to ensure that all complaints are handled fairly, promptly, and in line with best practice. We remain committed to learning from complaints and using them to improve our services wherever possible. To see more information on our complaints handling performance for 2024-2025, view our [Annual Complaints Performance and Improvement Report](#).
- 4.3 Looking ahead, we will continue to listen to our residents, act on feedback, and focus on delivering services that are safe, responsive, and respectful. The insights from this year's TSM data will help guide our priorities and service improvements over the coming year.
- 4.4 If you would like to discuss this report or share your views, please contact us at residentengagement@innisfree.org.uk or call 0207 625 1818 (option 4).



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