

Committee Name and Date of Committee Meeting

Cabinet – 19 January 2026

Report Title

Tenant Satisfaction Measures and Housing Regulatory Compliance Update

Is this a Key Decision and has it been included on the Forward Plan?

No, but it has been included on the Forward Plan

Executive Director Approving Submission of the Report

Ian Spicer, Executive Director of Adult Care, Housing and Public Health

Report Author(s)

Louise Robson

Head of Housing Improvement and Governance

louise.robson@rotherham.gov.uk

Ward(s) Affected

Borough-Wide

Report Summary

The 2025/26 mid-year Tenant Satisfaction Measures (TSM) survey for Housing Services shows that overall tenant satisfaction stands at 77.6%, representing a slight decrease of 0.6 percentage points from 2024/25, but an improvement of 0.7 percentage points compared to 2023/24. A positive development is in tenant satisfaction with repairs: overall satisfaction has risen to 78.9%, up 0.3 percentage points from last year and 4.8 percentage points from 2023/24. Satisfaction with the time taken to complete the most recent repair has also improved significantly, reaching 79.5% - a 1.9 percentage point increase from 2024/25 and 7.4 percentage points from 2023/24.

Encouragingly, 11 out of 12 tenant satisfaction measures are currently above the national median, based on 2024/25 data published by the Regulator of Social Housing. Moreover, when comparing Local Authorities (LAs) only, the Council ranks in the upper quartile for 11 of these 12 measures. However, areas such as complaints handling and anti-social behaviour (ASB) management continue to present challenges, with scores in these categories showing slight declines compared to the previous year.

Targeted actions have already been taken to address these areas, with further improvements planned for 2025/26. Key initiatives include:

- The development of the recently launched tenant-led Learning from Complaints Panel.
- Review of the service operating model for tenancy and ASB case management to improve efficiency and outcomes.
- Delivery of a targeted training and development programme for area housing teams, focusing on ASB tools and powers, hate incidents, and effective case handling.

The ten council-reported TSMs remain strong. Repairs performance is a particular strength, mirroring the positive perception survey results:

- 98.9% of non-emergency repairs were completed within target timescales (16.4 percentage points above the national median.)
- 98.4% of emergency repairs were completed within target (3.5 percentage points above the national median.)

In addition, the Council has achieved full compliance across all health and safety-related measures, except for Gas Safety, which stands at 99.9%. 26 properties are currently non-compliant, and actions are underway to try and obtain access to these properties. Progress also continues on achieving the Decent Homes Standard, with the proportion of non-decent homes reducing from 7.2% at the end of 2024/25 to 6.38% at the mid-point of 2025/26. For context, the median non-decency rate for Local Authorities in 2024/25 was 3.2%. It is important to note that levels of non-decent stock will fluctuate as the current Stock Condition Survey Programme advances.

Recommendations

That Cabinet:

1. Notes the content of the report.
2. Agrees to receive a further update in six months' time.

List of Appendices Included

Appendix 1 Rotherham Council Tenant Satisfaction Measures

Appendix 2 Initial Equality Screening Assessment – part A

Appendix 3 Carbon Impact Assessment

Background Papers

[Reshaping consumer regulation: Our new approach](#)

[Consumer Standards \(April 2024\)](#)

[Consumer Standards Code of Practice \(April 2024\)](#)

[Social Housing Regulator's Approach to Inspections](#)

[Tenant Satisfaction Measures](#)

Consideration by any other Council Committee, Scrutiny or Advisory Panel
No

Council Approval Required
No

Exempt from the Press and Public
No

Tenant Satisfaction Measures and Housing Regulatory Compliance Update

1. Background

- 1.1 Following the passing of the Social Housing (Regulation) Act in July 2023 the Regulator for Social Housing consulted on revised consumer standards for social housing landlords. The new consumer standards came into force on 1st April 2024.
- 1.2 The Regulator of Social Housing (the Regulator) will gather evidence and assess providers' ability to deliver a housing service which meets the standards through inspections at least every four years and through desk-top reviews of performance data such as Tenant Satisfaction Measures (TSMs), which are a mixture of performance measures and tenant perception survey results. This proactive regime replaces the largely reactive regulatory framework that was in place prior to 1st April 2024.
- 1.3 To ensure regulatory compliance and inspection readiness, the Council has established assurance mechanisms, including a Housing Regulatory Assurance Board chaired by the Chief Executive, to oversee the collection and review of evidence demonstrating the Council's compliance with the new consumer standards.
- 1.4 The Council has now submitted to the Regulator of Social Housing two sets of TSM data covering the 2023-24 and 2024-25 financial years. Results for the 2025/26 mid-year point are now available. The Regulator of Social Housing has also published the first national dataset of TSM results. This data was provided in the last update and is contained in full at Appendix 1.
- 1.5 The Government has introduced several reforms to strengthen social housing regulation, including new consumer standards, an inspection regime, Tenant Satisfaction Measures (TSMs), and an enhanced role for the Housing Ombudsman. It has also consulted on statutory timescales for urgent repairs under Awaab's Law and proposed new competence and conduct standards for housing managers. Since 27 October 2025, social landlords must act promptly on reports of damp, mould, and emergency hazards: issues posing imminent health risks must be made safe within 24 hours; serious but non-imminent hazards must be investigated within 10 working days, with findings shared within three days and remedial action starting within five days (or physical works within 12 weeks if immediate start is not possible). These measures aim to ensure timely intervention and protect tenants' health.

2. Key Issues

Tenant Satisfaction Measures

- 2.1 Tenant Satisfaction Measures (TSMs) are a series of 22 performance measures, which must be collected by all social housing landlords with more than 1,000 properties. Data for ten of the performance measures is submitted to the Regulator of Social Housing directly by the Council. Data for the other 12 performance measures is captured through a Tenant Perception Survey.

The performance measures, including the survey questions, are prescribed by the Regulator and cannot be deviated from.

- 2.2 KWest Research Ltd was commissioned to carry out the Tenant Perception Survey in line with the Regulator's requirements. Between September 2023 and March 2024, they surveyed 1,041 tenants (5% of the tenant base – the minimum prescribed by the Regulator of Social Housing), primarily by phone (85%) and email (15%). For 2024/25, the sample increased to 3,337 tenants (16.5%) – more than triple the minimum prescribed sample size, improving accuracy and representativeness. The same contact method split was maintained. Between April and September 2025, a further 1,496 tenants were surveyed, continuing the established methodology and enabling more detailed analysis by geography, demographics, and other key factors. The aim is to maintain a minimum sample size of 15% for all surveys.
- 2.3 In the financial year 2023/24, the Council recorded an overall tenant satisfaction rate of 76.9%, exceeding the national average of 71.3% for all social landlords. This positive trend continued into 2024/25, with overall satisfaction rising to 78.2%, marking a 1.3 percentage point increase year-on-year. However, the mid-year position for 2025/26 indicates a slight decline to 77.6%, representing a 0.6 percentage point decrease compared to the previous year. Despite this dip, the figure remains 0.7 percentage points higher than the 2023/24 baseline, suggesting sustained performance above national benchmarks.
- 2.4 The mid-year position for 2025/26 shows a slight decline in satisfaction—that the home is well maintained, reducing by 0.8 percentage points to 76.9% compared to the end of year 2024/25 figures. However, satisfaction with home safety improved to 81.5%, and both repairs-related measures continued to rise: satisfaction with the overall repairs service reached 78.9%, and satisfaction with the time taken to complete repairs increased to 79.5%. Compared to the 2023/24 baseline, these represent gains of 4.8 and 7.4 percentage points, respectively, highlighting sustained improvement in service delivery.
- 2.5 The mid-year position for 2025/26 presents further challenges. The percentage of tenants who feel well-informed has decreased slightly by 1.2 percentage points to 75.6%, while perceptions of fairness and respect have remained stable at 83.0%. However, the proportion of tenants who feel listened to has reduced by 3.3 percentage points to 68.2%, and satisfaction with complaints handling has reduced further by 1.0 percentage point, reaching 33.5%.
- 2.6 In 2023/24, tenant satisfaction with the Council's approach to managing anti-social behaviour stood at 64.9%. The 2024/25 year-end results showed a slight decline in satisfaction, falling to 63.3%. This downward trend continued into the mid-year position for 2025/26, with satisfaction decreasing by a further 2.1 percentage points to 61.2%. Despite this reduction, the Council's performance in this area remains above the national median of 59.5%, indicating relative strength compared to sector benchmarks. When focusing on national comparators for Local Authorities only, the Council's ASB handling score of 61.2% sits just outside the upper quartile threshold of 61.4%.

2.7 A notable change between the 2023/24 and 2024/25 results relates to tenant satisfaction with the cleanliness and maintenance of communal areas. Satisfaction declined from 71.6% to 68.1%, reflecting a 3.5 percentage point decrease year-on-year. Encouragingly, the mid-year position for 2025/26 shows a significant recovery, with satisfaction rising by 5.0 percentage points to 73.1%. This improvement is likely linked to the Council's £135,000 investment in caretaking services for 2025/26, alongside the introduction of refreshed service level agreements, which have helped to enhance service delivery and tenant experience in communal spaces.

2.8 The tenant perception survey is now a rolling programme, and results will continue to be published in line with the regulatory requirements. The larger sample size will remain for 2025/26 and the contract with KWest is due for review during this financial year. A six-monthly update will continue to be reported to Cabinet. The remaining ten TSMs evaluate the Council's performance in areas including anti-social behaviour, complaints handling, repairs and maintenance, and health and safety.

Regulatory Compliance Update

2.9 The introduction of the Social Housing Regulations requires landlords to meet four consumer standards through the delivery of their services. Each standard consists of 'required outcomes', which are listed below:

Consumer standard	Outcomes
Safety and Quality	Stock quality Decency Health and safety Repairs, maintenance and planned improvements Adaptations
Transparency, Influence and Accountability	Fairness and respect Diverse needs Engagement with tenants Information about landlord services Performance information Complaints handling Self-referrals to the Regulator
Neighbourhood and Community	Maintenance of shared spaces Local cooperation Safer neighbourhoods Domestic abuse
Tenancy	Allocations and lettings Tenancy sustainment and evictions Tenure Mutual exchange

Safety and Quality Standard

- 2.10 The Council is advancing its improvements in Safety and Quality through targeted workstreams focused on stock quality, decency, health and safety, and repairs.
- 2.11 A comprehensive Stock Condition and HHSRS (Housing Health and Safety Rating System) survey programme began in April 2025, aiming for 6,000 surveys by March 2026. As of October 2025, 2,943 properties have been surveyed. Data from these surveys will inform future investment and asset management strategies.
- 2.12 93.6% of council homes now meet the Decent Homes Standard (up from 92.8% in 2024/25). 18,669 properties meet the decent homes standard with 1,273 classified as non-decent. (A non-decent home is one that has either serious hazards (like dangerous electrics, severe damp, or fire risks), is in poor repair (leaking roof, broken structure), lacks modern facilities (like an up-to-date kitchen/bathroom), or is not adequately heated and insulated for a reasonable degree of thermal comfort). This figure will adjust as more survey data is collected, and works are planned to ensure these homes are brought up to the correct standard.

Other Key improvements include:

- a) Implementation of a digital Compliance Workbook for automated compliance data management.
- b) Adoption of software to ensure all compliance activities align with current legislation.
- c) Rollout of 'Safety Culture' auditing software for consistent and accurate, digital compliance reporting.
- d) Introduction of a quarterly compliance scorecard and enhanced performance monitoring.
- e) Evidence-based closure of water hygiene and fire safety actions, and updated tenant guidance on water safety.
- f) Full compliance with the Building Safety Act for Beeversleigh (The only high-rise block of flats in Rotherham), including resident engagement and safety documentation.
- g) Annual digital Fire Risk Reviews for all blocks, with over 1,200 completed.
- h) A new damp and mould module in the housing management system and a digital reporting tool have improved case management, ensuring compliance with Awaab's Law which came into force in October 2025.

2.13 Transparency, Influence, and Accountability Standard

- 2.14 Tenant engagement is managed through a contract with RotherFed, with active panels and feedback mechanisms in place.
- 2.15 The Scrutiny Panel, made up from a diverse group of tenant volunteers, is supported by Tpas (Tenant Participation Advisory Service) has made nine

recommendations to strengthen tenant involvement, including diversity and incentives, with positive early results.

- 2.16 The Tenant Connectors Pool has grown to 178 members, broadening engagement opportunities. With regular communication via our tenant magazine, Home Matters.
- 2.17 A comprehensive review of the Council's housing website has improved accessibility, transparency, and up-to-date information.
- 2.18 The Diverse Needs Framework is being implemented to better capture and respond to tenants' varied needs, with staff training underway.
- 2.19 A new tenant led Learning from Complaints Panel has also been introduced, which aims to improve complaint handling and service learning.

2.20 Neighbourhood and Community Standard

- 2.21 Strong partnership working with local agencies supporting safe, well-maintained neighbourhoods.
- 2.22 A dedicated webpage will publish Anti-Social Behaviour (ASB) performance data, with ongoing improvements to data accuracy and transparency.
- 2.23 Plans to implement ASB and CRM (Customer Relationship Management) modules in the Housing Management System will streamline case handling and improve tenant satisfaction.
- 2.24 Targeted investment and service improvements have led to a 5% increase in tenant satisfaction with communal area maintenance.

2.25 Tenancy Standard

- 2.26 The new Housing Allocation and Strategic Tenancy Policies, effective December 2025, followed a comprehensive review and public consultation.
- 2.27 Tenancy sustainment is prioritised through readiness courses, affordability assessments, and strong support services, resulting in an 83% success rate for at-risk households.
- 2.28 Financial inclusion services have secured £2.3m in additional income for tenants in the first half of the year.
- 2.29 Evictions for rent arrears remain low, reflecting the Council's holistic approach to tenancy support.

Governance

- 2.30 The Regulator of Social Housing pursues a 'co-regulatory' approach, which means significant emphasis is placed on landlords having their own robust assurance mechanisms in place. The Housing Regulatory Assurance Board,

chaired by the Chief Executive and attended by the Cabinet Member for Housing, forms a key part of Rotherham's assurance model alongside the broader governance and assurance framework. Cabinet will also continue to receive updates on the TSMs and compliance with the standards.

2.31 The Council has completed recruitment to additional housing governance and assurance posts and aligning this more closely with the service improvement, tenant engagement and programme management teams already in place, to ensure the capacity is available to support the wider improvement programme and continue to enhance the governance model.

3. Options considered and recommended proposal

3.1 No other options were considered as this report is an update on the work being done to meet the consumer regulations introduced following the Social Housing (Regulations) Act in 2023.

4. Consultation on proposal

4.1 Consultation on the work set out in this report was not necessary as the Council as a social housing provider is required to meet these standards. The new consumer standards require social housing providers to involve tenants in shaping changes to service delivery, and this will be a key focus of the programmed inspections. Providing a range of meaningful opportunities for tenants to influence and scrutinise the landlord's strategies, policies and services is a requirement of the Transparency, Influence and Accountability Standard.

5. Timetable and Accountability for Implementing this Decision

5.1 Cabinet is asked to note the report. The Service Director of Housing is accountable for implementing the actions in the report.

6. Financial and Procurement Advice and Implications

6.1 The activity detailed in this report will be funded via existing staffing resources and budgets. Additional budget has been set in place in 2025/26 to fund the activity required such as Stock Condition Surveys detailed at paragraph 2.14.

6.2 Where newly arising budget requirements are identified these will be managed via in-year monitoring and governance arrangements and considered during the next budget setting and business planning process.

6.3 All activity where external suppliers are engaged to deliver the activity must be procured in compliance with relevant procurement legislation either the Public Contracts Regulations 2015 or the Procurement Act 2023 dependent upon the route to market selected to procure, as well as the Council's own Financial and Procurement Procedure Rules.

7. Legal Advice and Implications

7.1 The Regulator of Social Housing publication; Tenant Satisfaction Measures: Tenant survey requirements, provides the basis upon which providers of social housing are required to conduct tenant perception surveys to generate a subset of Tenant Perception Measures. The Consumer Standards Code of Practice sets out the standards expected of social housing and how those standards should be maintained. The recommendations will help to ensure compliance with the new regulatory framework for social housing, and aid in preparations for an inspection of the Council's Housing Services.

7.2 Compliance with the consumer standards is mandatory. As a social landlord the Council has a duty to provide a safe environment for those living in our homes. Failure to comply could result in negative outcomes ranging from customer dissatisfaction and criticism to a requirement to submit (to the Regulator) a Performance Improvement Plan, or to take particular remedial actions as set out in an enforcement notice. If necessary, the Regulator will be able to authorise an appropriate person to enter a social housing premises to take emergency remedial action, issue penalties such as unlimited fines, or require the provider of social housing to pay compensation. A provider of social housing will commit an offence if they obstruct access or work required to undertake remedial action. A person guilty of an offence under this section is liable on summary conviction to a fine not exceeding level 4 on the standard scale.

8. Human Resources Advice and Implications

8.1 There are no Human Resources implications arising from this report.

9. Implications for Children and Young People and Vulnerable Adults

9.1 There are no implications for Children and Young People and Vulnerable Adults arising from the report.

10. Equalities and Human Rights Advice and Implications

10.1 The Government's Equality Impact assessment has been considered when reviewing the work being done to make sure the Council is compliant with the new regulations. As the Government's assessment states, equality considerations were taken into account throughout the development of the new consumer standards. The work being done by the Housing service puts all groups of tenants at the heart of what we do understanding that we need to evidence that services are accessible to and offered in ways that meet the needs of those with protected characteristics.

10.2 The changes to the regulation of social housing are designed to improve services to tenants, the safety and quality of their homes and communal areas and give them access to information about how well their landlord is performing. In addition, it is a requirement of the regulations that tenants are involved in the shaping of changes to service delivery and revision of policies.

The regulations are designed to improve equality of access to services for social housing tenants.

10.3 To ensure compliance with the new regulations Housing will be looking to reporting on the makeup of the tenant base in relation to protected characteristics and acting upon any issues identified. This will be part of the six-monthly updates to Cabinet on the social housing reforms.

11. Implications for CO2 Emissions and Climate Change

11.1 There are no implications for CO2 Emissions and Climate Change arising from the report.

12. Implications for Partners

12.1 The report concerns the Council's functions as a landlord, but some of those functions are dependent on partners including contractors and other public sector agencies. The Strategic Housing Forum is the principal mechanism for bringing key housing partners together in Rotherham and the implications of regulation have been discussed there.

13. Risks and Mitigation

13.1 The key risk is a failure to work to strengthen compliance with the consumer standards, which could lead to negative outcomes for tenants and residents, a poor inspection outcome and potentially a negative judgement. The measures set out in this report are the mitigation against this risk.

14. Accountable Officers

14.1 Sarah Clyde, Service Director of Housing

Approvals obtained on behalf of Statutory Officers: -

	Named Officer	Date
Chief Executive	John Edwards	19/12/25
Executive Director of Corporate Services (S.151 Officer)	Judith Badger	16/12/25
Service Director of Legal Services (Monitoring Officer)	Phil Horsfield	16/12/25

Report Author: Louise Robson, Head of Housing Improvement and Governance
louise.robson@rotherham.gov.uk