



# Lewisham Council

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## Tenant Satisfaction Measures – Summary of Approach 2024/25



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## Introduction



The Tenant Satisfaction Measures (TSM) Standard mandates that all registered providers develop and report TSMs in accordance with the guidelines set by the regulator. As part of this requirement, it is necessary for Lewisham Council to inform its customers about its approach to conducting the TSM Perception survey and collecting data.

This document details Lewisham Council's methodology and outlines the criteria specified in the Regulator of Social Housing's publication, Tenant Satisfaction Measures Return.

The Tenant Satisfaction Measures (TSM) Standard requires all registered providers to conduct tenant perception surveys and report performance annually as specified by the RSH. TSMs are intended to make landlords' performance more visible to tenants so that tenants can hold their landlord to account. TSMs consist of 22 measures: 10 providing management information from data held by the landlord and 12 satisfaction measures gathered from tenant surveys. In addition to overall satisfaction with landlord services, the measures cover five key themes:

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

Providers must publish a summary of the survey approach used to generate published tenant perception measures. This must be made clearly available alongside each set of tenant perception measures published by the provider.

## Summary of Achieved Sample & Sample Method



Lewisham Council works with Acuity Research & Practice Ltd, an accredited organisation that is dedicated to providing research services in the social housing sector. We use survey information to understand how our tenants feel about their homes and services and how we can improve. Acuity was commissioned for collecting, generating and validating reported perception measures.

In 2024/25, Lewisham Council completed TSM surveys with a sample of residents who live in properties managed by the Council and a census of those in properties managed by other Agents (TMOs/PFI). The sample size was chosen to ensure that the level of statistical accuracy set out by the Regulator of Social Housing was met. Lewisham Council must ensure that they survey enough residents to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 3%.

During 2024/25, Lewisham Council completed 1,551 TSM surveys. Lewisham Council have 13,849 properties which means that a statistical accuracy level of +/- 2.3% was achieved, which is a greater level of accuracy than required.

No tenant was removed from the sample frame. No incentives were offered.

## Timing of Survey



Lewisham Council carried out a total of 1,551 surveys between 31/05/2024 and 20/03/2025.

## Collection Method(s)



The TSM Surveys were completed via online and telephone methodologies. The rationale for using a mixed methodology approach is:

- ✓ **Accessibility and Inclusivity:** Ensuring accessibility for all tenants, which aligns with our goal of reaching a broad and representative sample.
- ✓ **Engagement and Data Quality:** Indirect interaction by online, and direct interaction over the phone tends to enhance engagement, allowing participants to answer clarifying questions and leading to more accurate and detailed responses. This is particularly valuable for nuanced satisfaction metrics.
- ✓ **Response Rates:** Using a mixed method approach maximises the robustness of our data and ensuring the results truly reflect the tenant base. Continuing to include a telephone aspect also allows Lewisham Council to be reactive to flags and alerts, which improves customer recovery.
- ✓ **Reliability and Consistency:** Maintaining consistency with previous years' methodologies allows for more reliable trend analysis. It also enables richer information to be gathered.
- ✓ **Independence:** Using Acuity, an independent market research agency, means that participants are free from influence from the rest of the organisation.

## Sample Method



### Lewisham Council - Sample

A sample approach was used for Lewisham Council residents. Acuity contacted a random selection of current tenants to participate in a telephone survey based on quotas set out by the Lewisham Council. The survey is carefully scripted to ensure a professional and consistent process

### TMOs/PFI - Census

A census approach was used for the residents in properties managed by other managing agents. Acuity contacted all current residents to participate in a telephone or online survey. The survey is carefully scripted to ensure a professional and consistent process.

Survey responses are immediately shared with the Lewisham Council, who then manage a follow up and review process which includes both responding to feedback as necessary, and analysing the feedback, to understand how we can improve.

## Representativeness



Representative checks were carried out to ensure that the survey was representative of the resident population as a whole and the final survey data was weighted on managing agent and property type. The characteristics by which representativeness was determined were:

### Managing Agent

Ewart Road Housing Co-op Ltd  
Fiveways Housing Management Co-op Ltd  
Brockley PFI  
Lewisham Council

Population	Sample
1%	3%
1%	2%
9%	17%
90%	78%

### Property Type

Bungalow  
Flat  
House  
Maisonette  
Unknown

Population	Sample
0%	0%
65%	52%
16%	12%
19%	15%
0%	20%

## Postcode Area

	Population	Sample
BR1	0%	0%
BR3	0%	0%
BR5	0%	0%
BR6	0%	0%
CR0	0%	0%
CR2	0%	0%
CR7	0%	0%
CR8	0%	0%
DA1	0%	0%
DA11	0%	0%
DA14	0%	0%
DA17	0%	0%
DA8	0%	0%
SE10	0%	0%
SE12	2%	1%
SE13	13%	13%
SE14	15%	17%
SE15	3%	3%
SE16	0%	0%
SE18	0%	0%
SE19	0%	0%
SE2	0%	0%
SE20	0%	0%
SE21	0%	0%
SE23	11%	11%
SE25	0%	0%
SE26	13%	12%
SE27	0%	0%
SE3	2%	3%
SE4	13%	18%
SE5	0%	0%
SE6	3%	4%
SE7	0%	0%
SE8	25%	20%
SE9	0%	0%

## Age Group

age between 18-24  
age between 25-34  
age between 35-44  
age between 45-54  
age between 55-64  
age between 65+  
Unknown

Population	Sample
2%	2%
9%	10%
18%	18%
21%	20%
24%	24%
23%	24%
3%	3%

## Ethnicity

01 WHITE BRITISH  
02 WHITE IRISH  
03 WHITE OTHER  
04 WHITE & CARIBBEAN  
05 WHITE & AFRICAN  
06 WHITE & ASIAN  
07 WHITE & OTHER  
08 INDIAN  
09 PAKISTANI  
10 BANGLADESHI  
11 OTHER ASIAN  
12 BLACK CARIBBEAN  
13 BLACK AFRICAN  
14 BLACK OTHER  
15 CHINESE  
16 OTHER ETHNICITY  
17 REFUSED  
18 GYPSY/IRISH TRAVE  
19 ARAB  
20 OTHER MIXED  
Unknown

Population	Sample
22%	21%
1%	2%
4%	3%
2%	2%
1%	1%
0%	0%
0%	0%
0%	0%
0%	0%
0%	0%
3%	2%
19%	22%
17%	19%
3%	3%
1%	1%
4%	4%
17%	17%
0%	0%
0%	0%
1%	1%
2%	1%

## Gender

Female  
Male  
Male & Female  
Unknown

Population	Sample
63%	64%
36%	36%
1%	0%
0%	0%

## Length of Tenancy

- A. < 1 year
- B. 1 - 3 years
- C. 4 - 5 years
- D. 6 - 10 years
- E. 11 - 20 years
- F. Over 20 years
- Unknown

Population	Sample
0%	1%
12%	12%
7%	6%
16%	14%
27%	22%
31%	26%
7%	19%

## Questionnaire & Introductory Text



Pages 8-9 for PFI/TMOs, Pages 10-12 for Lewisham Council

Label	Question text	Rating scale
1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
2	How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
2a	If you are not satisfied that your home is well maintained, please provide more information and what your landlord could improve.	Open ended
3	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe? (Please read all response options).	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
3a	If you do not feel that your landlord provides a home that is safe, please provide more information and what your landlord could improve.	Open ended
4	Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?	Yes, No, Don't know
5	How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
5a	If you are not satisfied that your landlord keeps communal areas clean and well maintained, please provide more information and what your landlord could improve.	Open ended
6	Has your landlord carried out a repair to your home in the last 12 months?	Yes, No



7	How satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
8	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
8a	If you are not satisfied with how your landlord deals with repairs and maintenance, please could you explain the reason why?	Open ended
9	How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them? (Please read all response options).	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
10	How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you? (Please read all response options).	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
11	To what extent do you agree or disagree with the following 'your landlord treats me fairly and with respect'? (Please read all response options).	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
12	How satisfied or dissatisfied are you that your landlord is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
12a	If you are not satisfied with any aspect of customer service and communications, please provide more information and what could your landlord improve?	Open ended
13	How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood? (Please read all response options).	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
14	How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour? (Please read all response options).	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
15	Have you made a complaint to your landlord in the last 12 months?	Yes, No
16	How satisfied or dissatisfied are you with your landlord's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
17	What one thing could your landlord improve?	Open ended
P1	The results of this survey are confidential. However, would you be happy for us to give your responses to your landlord and its approved partners with your name attached so that they have better information to help them improve services?	Yes, No
P2	Would you be happy for your landlord and its approved partners to contact you to follow up any of the comments or issues you have raised or as part of a wider consultation on the housing service?	Yes, No, Not applicable - satisfied

Label	Question text	Rating scale
TP01	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Lewisham Council?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
TP04	How satisfied or dissatisfied are you that Lewisham Council provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
TP05	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Lewisham Council provides a home that is safe? (Please read all response options).	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
TP05a	If you do not feel your landlord provides a home that is safe, please provide more information and what your landlord could improve.	Open ended
TP02_03	Has Lewisham Council carried out a repair to your home in the last 12 months?	Yes, No
TP02	How satisfied or dissatisfied are you with the overall repairs service from Lewisham Council over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
TP03	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
LH6	Generally, how satisfied or dissatisfied are you with the way Lewisham Council deals with repairs and maintenance?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
LH2	How satisfied or dissatisfied are you with the overall quality of your home?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
TP10	Do you live in a building with communal areas, either inside or outside, that Lewisham Council is responsible for maintaining?	Yes, No, Don't know
TP10a	How satisfied or dissatisfied are you that Lewisham Council keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
LH10	Focusing more specifically on the cleaning of your external communal areas, how satisfied or dissatisfied are you with the cleaning service?	Very satisfied, Fairly satisfied, Neither, Fairly dissatisfied, Very dissatisfied, IVR Do not read out - Dont know
LH11	Again, focusing more specifically on the cleaning of internal communal areas, how satisfied or dissatisfied are you with the cleaning service?	Very satisfied , Fairly satisfied , Neither, Fairly dissatisfied , Very dissatisfied , IVR Do not read out - Dont know
LH12	Based on your ratings given for the last two questions can you explain the reason for your rating?	Open ended
LH13	How satisfied or dissatisfied are you with the grounds maintenance, such as grass cutting, in your area?	Very satisfied, Fairly satisfied, Neither, Fairly dissatisfied, Very dissatisfied, IVR Do not read out - Dont know

LH13a	If you are not satisfied with your landlord with grounds maintenance, please provide more information and what your landlord could improve.	Open ended
LH14	Thinking about the building where you live, how satisfied or dissatisfied are you with repairs to communal areas?	Very satisfied, Fairly satisfied, Neither, Dissatisfied, Very dissatisfied, Not applicable / Don't know
TP11	How satisfied or dissatisfied are you that Lewisham Council makes a positive contribution to your neighbourhood? (Please read all response options).	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
TP12	How satisfied or dissatisfied are you with Lewisham Council's approach to handling anti-social behaviour? (Please read all response options).	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
TP06	How satisfied or dissatisfied are you that Lewisham Council listens to your views and acts upon them? (Please read all response options).	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
TP07	How satisfied or dissatisfied are you that Lewisham Council keeps you informed about things that matter to you? (Please read all response options).	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
TP08	To what extent do you agree or disagree with the following 'Lewisham Council treats me fairly and with respect'? (Please read all response options).	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
LH23	To what extent do you agree or disagree with the statement? "Lewisham Council has friendly and approachable staff"	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, IVR Do not read out - Dont know
LH24	Please explain why you think that about how friendly and approachable staff are	Open ended
LH19	How satisfied or dissatisfied are you that Lewisham Council is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
LH19a	If you are not satisfied with any aspect of customer service and communications, please provide more information and what your landlord could improve?	Open ended
TP09	Have you made a complaint to Lewisham Council in the last 12 months?	Yes, No

TP09a	How satisfied or dissatisfied are you with Lewisham Council's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
P1	The results of this survey are confidential. However, would you be happy for us to give your responses to Lewisham Council and its approved partners with your name attached so that they have better information to help them improve services?	Yes, No
P2	Would you be happy for Lewisham Council and its approved partners to contact you to follow up any of the comments or issues you have raised or as part of a wider consultation on the housing service?	Yes, No, Not applicable - satisfied
P3	Please indicate from the following list which housing service areas you would be happy to discuss with Lewisham Council and its approved partners.	General repairs, Housing customer service, Building safety, Anti-social behaviour, Council lettings service, Resident engagement, Leasehold/right to buy services, Estate management and environmental services, Rent/service charge collection, Damp, mould and disrepair