



LEWISHAM COUNCIL

Tenant Satisfaction Measures – Summary of Approach 2025/26



Table of Contents

Introduction	3
Summary of Achieved Sample & Sample Method	3
Timing of Survey	4
Collection Method(s)	4
Sample Method	4
Representativeness	5
Questionnaire	8



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 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 2025/26, 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 2025/26, Lewisham Council completed 1,832 TSM surveys. Lewisham Council have 13,453 properties which means that a statistical accuracy level of +/- 2.1% was achieved, which is a greater level of accuracy than required.

No tenant was removed from the sample frame.

There are no incentives used for this survey.



Timing of Survey

Lewisham Council carried out a total of 1,832 surveys between 17/06/2025 and 28/02/2026.

Collection Method(s)



The TSM Surveys were completed via telephone methodology. 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:** Direct interaction over the phone tends to enhance engagement, allowing participants to ask clarifying questions and leading to more accurate and detailed responses. This is particularly valuable for nuanced satisfaction metrics.
- **Response Rates:** Historically, telephone surveys have yielded higher response rates than other methods within this tenant demographic, maximising the robustness of our data and ensuring the results truly reflect the tenant base. Using a telephone interaction 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



A sample approach was used for Lewisham Council's fieldwork. Acuity contacted a random selection of current tenants in a telephone survey based on quotas. All respondents had the opportunity to complete the survey online by requesting to do so when speaking to an interviewer. The survey is carefully scripted to ensure a professional and consistent process.

A census approach was used for the residents in properties managed by other managing agents (TMOs/PFI). Acuity contacted all current residents to participate in a telephone survey. All respondents had the opportunity to complete the survey online by requesting to do so when speaking to an interviewer. The survey is carefully scripted to ensure a professional and consistent process.

Survey responses are immediately shared with 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



The final survey data was weighted on Managing Agent to ensure that the survey was representative of the tenant population as a whole. The characteristics by which representativeness was determined were:

Managing Agent	Population	Sample
Lewisham Council	89%	84%
Fiveways Housing Management Co-op Ltd	1%	1%
Brockley PFI	9%	13%
Ewart Road Housing Co-op Ltd	1%	3%

Age Group	Population	Sample
0-24	2%	3%
25-34	8%	9%
35-44	16%	17%
45-54	20%	21%
55-59	13%	13%
60-64	13%	12%
65-74	15%	14%
75-84	7%	7%
85+	4%	2%
Unknown	3%	3%



Length of Tenancy	Population	Sample
< 1 year	1%	2%
1 - 3 years	11%	14%
4 - 5 years	8%	9%
6 - 10 years	16%	18%
11 - 20 years	30%	27%
Over 20 years	35%	30%

Gender	Population	Sample
Female	63%	67%
Male	36%	33%
Unknown	1%	0%

Ethnicity Group	Population	Sample
A. White	27%	26%
B. Mixed / Other	8%	8%
C. Asian	5%	5%
D. Black	40%	39%
Refused	16%	15%
Unknown	4%	3%



Property Type	Population	Sample
Bungalow	0%	0%
Flat	65%	65%
House	16%	16%
Maisonette	19%	18%



Questionnaire & Introductory Text



Hello is that [Respondent Name],

My name is [Interviewer Name] and I'm calling on behalf of [Organisation Name] from an independent research agency called Acuity. We are carrying out short satisfaction surveys with [description] to find out how satisfied you are with your home and the services you receive from them. Would you be able to spare [Survey Length] minutes to go through the survey with me now?

IF NO ASK: can I call back at another time?

No appointments after [Project End Date]

IVR READ OUT: The survey will be used to calculate tenant satisfaction measures to be published by [Organisation Name] and reported back to the Regulator of Social Housing.

If the customer would like to verify the validity of this survey they need to contact [Organisation Name] by email [Email Address] or by phone [Telephone Number].

NB: Data sharing if challenged –

“Your landlord will, from time to time, share your personal data with third parties for *legitimate interests*. This could be transferring it to repairs contractors to carry out repairs or for research purposes such as this, to ensure they are giving the best service possible. When signing your application form or agreement, you are automatically included in this legitimate interest clause which can also be found in the data privacy statement on your landlord’s website.

You can however opt out of this by contacting your landlord. If you are not happy that your landlord has passed your details to us and would rather we did not contact you again, we can remove your details from our system and flag this back to your landlord. I however urge you to contact them to request your details are not shared with other parties.”

Before we start, I need to make you aware that we are bound by the Market Research Society Code of Conduct. All calls will be recorded for training and quality purposes. Any information that you give us will be treated in confidence and will be used to find ways of improving the service that [Organisation Name] provides. [Organisation Name] will be able to identify you from your survey responses, are you happy to continue?

NB: If asked – call recordings are stored for 90 days to allow our company to verify and validate the quality of interviews.

- Yes
- No



Question set (TMOs/PFI names for TMOs/PFI surveys)

Label	Question text	Rating scale
Overall Satisfaction	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
Well Maintained Home	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
Safe Home	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?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know
Home or communal areas safe or well maintained Comments	Share your views on the safety and maintenance of your home.	Open ended
Repairs in last 12 months?	Has Lewisham Council carried out a repair to your home in the last 12 months?	Yes / No
Repairs last 12 months satisfaction	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
Time taken repairs	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
Overall Repairs	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
Quality of Home	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



Communal Areas?	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
Communal Area satisfaction	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
Communal Areas External	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 satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know
Communal Areas Internal	How satisfied or dissatisfied are you with the cleaning of the internal communal areas?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know
Grounds Maintenance	How satisfied or dissatisfied are you with the grounds maintenance, such as grass cutting, in your area?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know
Communal Repairs	Thinking about the building where you live, how satisfied or dissatisfied are you with repairs to communal areas?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know
Communal Areas Comments	Share your views on the cleanliness and maintenance of any communal areas	Open ended
Contribution to neighbourhood	How satisfied or dissatisfied are you that Lewisham Council makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know
Approach to ASB	How satisfied or dissatisfied are you with Lewisham Council's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know
Listens to views & acts upon them	How satisfied or dissatisfied are you that Lewisham Council listens to your views and acts upon them?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know



Keeps you informed	How satisfied or dissatisfied are you that Lewisham Council keeps you informed about things that matter to you?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know
Fairly and with respect	To what extent do you agree or disagree with the following `Lewisham Council treats me fairly and with respect`?	Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, Don't know / Not applicable
Customer Service and Communication Comments	Describe your experience with the customer service and communications you receive.	Open ended
Friendly and Approachable Staff	To what extent you do agree or disagree with the statement? ""Lewisham Council has friendly and approachable staff"	Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree
Easy to Deal With	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
Complaints in last 12 months?	Have you made a complaint to Lewisham Council in the last 12 months?	Yes / No
Complaint Route	How did you make your complaint? If you have gone through more than one route, please tick all that apply	Telephone call to the contact centre, Email to the contact centre, To a housing officer, Via the website, In writing, Complaints procedure, Through a legal representative, To a regulatory body, e.g. Housing Ombudsman, Other (please specify)
Complaints Handling	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
Complaints Comments	Please describe your experience of how complaints are handled.	Open ended
Permission 1 - Happy to be identified	Lewisham Council would welcome the opportunity to see your individual answers and comments. Are you happy for your individual responses	Yes / No



to be passed back to Lewisham Council?

Permission 2 -
Follow up

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

Permission3 -
Follow up
information

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

If you are dissatisfied with the service provided, Lewisham Council do have a complaints process you can access by: Lewisham Council Website www.lewisham.gov.uk Email: corporatecomplaints@lewisham.gov.uk Telephone: 020 8314 6000 Letter: Your Feedback, Lewisham Council, Laurence House, 1 Catford Road, London SE6 4RU

We have now come to the end of the survey. Just to confirm my name is [INTERVIEWER NAME] and I've been calling from Acuity on behalf of Lewisham Council, thank you very much for your time in completing the survey.

Report by Acuity Research & Practice



01273 287114



acuity@arap.co.uk