



ISLINGTON AND SHOREDITCH HOUSING ASSOCIATION

Tenant Satisfaction Measures – Summary of Approach 2025/26



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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 Islington and Shoreditch Housing Association (ISHA) to inform its customers about its approach to conducting the TSM Perception survey and collecting data.

This document details ISHA 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



ISHA 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, ISHA completed TSM surveys with a sample of residents. The sample size was chosen to ensure that the level of statistical accuracy set out by the Regulator of Social Housing was met. ISHA must ensure that they survey enough residents to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 5%.

During 2025/26, ISHA completed 472 TSM surveys. ISHA have 1,920 properties which means that a statistical accuracy level of +/- $\pm 3.7\%$ was achieved, which is a greater level of accuracy than required.

No tenant was removed from the sample frame.

Prize draw – One £150 voucher each quarter



Timing of Survey

ISHA carried out a total of 472 surveys between 17/07/2025 and 27/03/2026

Collection Method(s)



The TSM Surveys were completed via telephone methodology. The rationale for using a this 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 ISHA 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 ISHA's fieldwork. Acuity contacted a random selection of current tenants in a telephone survey based on quotas. All respondents had the opportunity 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 ISHA, 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 tenant population as a whole. The characteristics by which representativeness was determined were:

Age Group	Population	Sample
0-24	0.36%	0.64%
25-34	6%	6%
35-44	19%	22%
45-54	24%	24%
55-59	14%	12%
60-64	13%	13%
65-74	15%	13%
75-84	7%	6%
85+	3%	3%

Length of Tenancy	Population	Sample
< 1 year	0.78%	2%
1 - 3 years	8%	10%
4 - 5 years	7%	10%



6 - 10 years	17%	22%
11 - 20 years	44%	35%
Over 20 years	23%	20%

Ethnicity	Population	Sample
Asian or Asian British - Any Other Asian Background	7%	6%
Asian or Asian British - Bangladeshi	2%	1%
Asian or Asian British - Chinese	0.21%	0.21%
Asian or Asian British - Indian	0.47%	0.64%
Asian or Asian British - Pakistani	2%	3%
Black or Black British - African	14%	14%
Black or Black British - Any Other Black or Black British Background	4%	4%
Black or Black British - Caribbean	12%	13%
Mixed - Any Other Mixed or Multiple Ethnic Background	2%	2%
Mixed - White and Asian	0.31%	0.21%
Mixed - White and Black African	0.31%	0.42%
Mixed - White and Black Caribbean	1%	0.42%
Other - Any Other Ethnic Group	2%	3%
Other - Arab	0.36%	0.21%
Prefer Not to Say	3%	3%
White - Any Other White Background	7%	6%



White - English, Welsh, Scottish, Northern Irish or British	24%	27%
White - Gypsy or Irish Traveller	0.10%	0.21%
White - Irish	2%	2%
Unknown	17%	7%

Property Type	Population	Sample
Bedsit	2%	2%
End Terraced House	0.16%	0.21%
Flat	79%	82%
House(type to be confirmed)	10%	10%
Maisonette	7%	5%
Mews House	0.68%	0.42%
Mid Terraced House	0.57%	0.21%

Religion	Population	Sample
Any Other Religion (please describe)	2%	2%
Buddhist	3%	1%
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	24%	30%
Hindu	0.31%	0%
Jewish	0.05%	0.21%
Muslim	13%	12%



No Religion	8%	10%
Prefer Not to Say	4%	5%
Sikh	0.36%	0.42%
Unknown Attribute	0%	22%
Unknown	44%	18%

Gender	Population	Sample
Female	65%	65%
Male	35%	35%
not captured	0.16%	0.21%



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

Label	Question text	Rating scale
Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by ISHA?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Overall Satisfaction Comments	Please describe your specific experiences that have shaped your view of ISHA's service.	Open ended
Well Maintained Home	How satisfied or dissatisfied are you that ISHA 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 ISHA provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know
Communal Areas?	Do you live in a building with communal areas, either inside or outside, that ISHA is responsible for maintaining?	Yes / No / Don't Know
Communal Area satisfaction	How satisfied or dissatisfied are you that ISHA keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Home or communal areas safe or well maintained Comments	Share your views on the safety of your home and the cleanliness and maintenance of any communal areas.	Open ended
Contribution to neighbourhood	How satisfied or dissatisfied are you that ISHA 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 ISHA's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know



ASB in Last 12 Months	Have you reported anti-social behaviour to ISHA in the last 12 months?	Yes / No
Repairs in last 12 months?	Has ISHA 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 ISHA 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
Repairs Comments	Tell us more about your experience with the repairs service over the last 12 months.	Open ended
Listens to views & acts upon them	How satisfied or dissatisfied are you that ISHA 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 ISHA 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 "ISHA treats me fairly and with respect"?	Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, Don't know / Not applicable
Complaints in last 12 months?	Have you made a complaint to ISHA in the last 12 months?	Yes / No
Complaints Handling	How satisfied or dissatisfied are you with ISHA's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Complaint Type	What was your complaint related to?	Repairs service, Property condition, ASB, Communal areas or repairs, Damp and mould, Staff or contractor attitude, Communication, Tenancy matters,



		Rent or service charge matters, Other (please specify),
Cost of Living	How concerned are you about the cost of living crisis for you or your household?	Not at all concerned, Slightly concerned, Very concerned, Prefer not to say
Disability	Do you or a member of your household have any physical or mental health conditions or illnesses?	Yes / No
Permission 1 - Happy to be identified	The results of this survey are confidential. However, would you be happy for us to give your responses to ISHA with your name attached so that they have better information to help them improve services?	Yes / No
Permission 2 - Follow up	Would you be happy for ISHA to contact you to follow up any of the comments or issues you have raised?	Yes / No

If you are dissatisfied with the service provided by your ISHA, they do have a complaints process you can access by calling 0300 131 7300 and chose Option 3, emailing complaints@isha.co.uk or by completing a form on their website where you will find more information (https://www.isha.co.uk/contact_us/complaints_and_compliments.html)

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 ISHA thank you very much for your time in completing the survey.

Report by Acuity Research & Practice



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