



Regulator of
Social Housing

Tenant Satisfaction Measures Return

Guidance notes

Version 1.0

Survey deadline: 30 June 2025



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Introduction

The government's 'The Charter for Social Housing Residents: Social Housing White Paper', published in November 2020, set an expectation that we, the Regulator of Social Housing, would bring in a set of Tenant Satisfaction Measures.

In September 2022, following a consultation on the Introduction of Tenant Satisfaction Measures, we published a Decision Statement which set out our decision on the final Tenant Satisfaction Measures.

The Tenant Satisfaction Measures (TSMs) are a core set of performance measures against which all providers must publish their performance. They are a requirement of the Tenant Satisfaction Measures Standard which came into effect from 1 April 2023 and was replaced on 1 April 2024 by the Transparency, Influence and Accountability Standard (TI&A Standard).

All registered providers that own relevant social housing stock must calculate and publish all TSMs on an annual basis following the requirements set out by us and in accordance with the TI&A Standard¹.

The TSM Return

One of our requirements in the TI&A Standard is that providers annually submit to us information relating to their performance against the TSMs. The TSM Return confirms the information we require from providers.

Note: The TSM Return was first introduced in 2024. Following a review of the submissions in that year we have made some changes to the structure and the question requirements for 2025. Providers must review this guidance carefully.

We expect all providers (or groups of providers) who own 1,000 or more units of social housing to submit this return to us in 2025. Under our current requirements, providers who own fewer than 1,000 units of social housing do not need to submit a TSM Return to us in 2025. However, in 2024 we undertook a voluntary pilot with small providers to gather data and will consider requirements for 2026 and beyond in light of these pilots.

We will use this return to capture the TSMs already calculated and published in accordance with the requirements set out in the TSM Technical Requirements and the TSM Tenant Survey Requirements. These requirements are not detailed again within this guidance.

The return will also be used to collect the information necessary for us to independently calculate TSMs and provide some contextual information which will aid their interpretation. These data will be used for our onward analysis and will help us identify any areas where the Technical Requirements may not have been met, where approaches have influenced the resulting TSMs, and will enable us to publish a sector level TSM dataset.

¹ <https://www.gov.uk/government/collections/transparency-influence-and-accountability-including-tenant-satisfaction-measures>

! Note: Detailed instructions on how to collect, calculate and report the TSMs and other relevant data are set out in the TSM Technical Requirements² and the TSM Tenant Survey Requirements². These must be followed by all providers during the collection, calculation and reporting of the TSMs and related data. These documents are also supplemented by an FAQ document².

These TSM requirements are not outlined again within this guidance as the TSM Return is designed to capture your reported TSMs and background information. These will have been produced in accordance with these requirements.

Using the NROSH+ system

NROSH+ is the regulator's data collection website. Submission of data must be made electronically via the NROSH+ system <https://nroshplus.regulatorofsocialhousing.org.uk/>. The stages of submission are detailed in the NROSH+ System User Guide available on the NROSH+ system.

Help and support

The NROSH+ website contains guidance documents and FAQs which are designed to help users through the process of submitting returns and using the system.

However, if you have any further queries, you should contact our Referrals and Regulatory Enquiries (RRE) team. Their contact details and availability are:

Telephone: 0300 1245 225 Email: NROSHenquiries@rsh.gov.uk

Availability: Monday to Friday; 9am to 5pm (excluding bank holidays)

The RRE team will not input or change data on a user's behalf and the responsibility for completing the submission remains with the provider.

Query resolution

We aim to respond to all queries within five working days. Please note that queries made to us within five working days of a survey deadline may not receive a response until after the deadline has passed. This may result in submissions not meeting the survey deadline. Extensions to the deadline will not be granted due to late queries.

We may contact providers where queries arise during the review and validation of submitted data. Subsequent to that, we may be in further contact with a minority of providers where there are any regulatory issues arising from analysis of the validated data.

Data entry and templates

Each return in NROSH+ can be completed through either manual entry of data into NROSH+ or by importing templates populated with data. Data import templates for each


² These are available on the NROSH+ website and at <https://www.gov.uk/government/collections/transparency-influence-and-accountability-including-tenant-satisfaction-measures>. With the exception of the FAQ document they were first published with the outcome of the consultation on the introduction of tenant satisfaction measures on 21 September 2022 at <https://www.gov.uk/government/consultations/consultation-on-the-introduction-of-tenant-satisfaction-measures>. Within this document, we sometimes refer to both these documents together as "TSM requirements".

section of the return can be exported via your survey's Sections List in the NROSH+ system.

 **Note: Exported templates are specific to your organisation and cannot be used for multiple providers.**

Further information on using templates is available in the NROSH+ System User Guide but users should note the following:

- You can only input data into green cells and text boxes.
- Cells shaded purple will automatically calculate based on data entered in other fields.
- When copying data into the templates, users must use the Paste Special function (values only, no formatting) or users risk corrupting the template.
- The 'definitive data' is that which is saved on the NROSH+ system and visible to users on-screen.
- Please note that if you have included more decimal places in your data in the template, than is expected by the system, these will be rounded on submission. This means that totals based on these may be different in the system than in your template.
- When importing data using a template file, users have the option to "ignore blank cells" or "don't ignore blank cells". These options are covered more in the NROSH+ System User Guide.

 **Note: When importing a file using the "don't ignore blank cells" option, any data that has already been added will be overwritten by the upload; if a cell is left blank in the template, any prior value will be removed from the database.**

Validation checks before submission

There are a number of ways in which validation errors can be viewed in NROSH+, these include:

- **Live validations within a survey section** – Validation issues can be viewed and resolved directly in the web view. Navigate to the web view by clicking the 'Edit' link next to a Section with hard or soft validation issues, then toggle to 'Show validations' to see the validations panel in the browser. For more information about this function, please see the NROSH+ System User Guide.
- **Export validations** – Validations can be exported to an Excel file by clicking the export button on the survey summary page, validation issues page, from the web view, or cross-section validations page. Review cross section validations button at the bottom of the Sections List.
- **Validation Issues Page** – Navigate to the validation issues page by clicking the 'Submit' button beneath the survey summary table. Any unresolved validation issues, including cross-section validations, will be listed here. For single-section validation issues, clicking 'Go to section' will navigate to the web view, where validations can be addressed as outlined above.



Note: The NROSH+ website is the final authority on the number of validation issues present on a return.

Where you are unable to resolve soft validation issues, you should add a comment or upload a supporting document providing contextual information and narrative which will assist us in reviewing the return and which will minimise the amount of follow up work required.

If you are unable to resolve hard validation issues, you should contact the RRE Team using the contact details given in the Help and Support section of this document.

We also encourage the submission of supporting documentation to provide detail on areas which you feel may need clarification. These supporting documents should be provided in a Word, Excel or PDF document and uploaded on to NROSH+ using the 'Upload new document' button in the supporting documents section which can be found below your surveys sections list (a full list of supported document types is available in the NROSH+ System User Guide).

Publication and submission requirements

In the Tenant Satisfaction Measures 2023/24 headline report, we noted that many providers had not published required information at the time of our initial review. We will continue to monitor this as part of the annual TSM Review. We have summarised the requirements relating to publication and submission below.

TSM information landlords must publish	Reference
<p>All Tenant Satisfaction Measure results, using the specific description and calculation set out within the TSM Technical Requirements.</p> <p>All registered providers that own relevant social housing stock must calculate and publish all TSMs on an annual basis. This includes TSMs generated from management information (CH01, CH02, NM01, RP01, RP02, BS01-BS05) as well as TSMs collected from tenant perception surveys (TP01-TP12).</p> <p>Some TSMs have two elements, for example CH01 and CH02 include stage 1 and stage 2 complaints, RP02 includes emergency and non-emergency repairs, NM01 has all anti-social behaviour cases and cases that involve hate incidents. In every case both elements of the TSM must be published.</p> <p>For the smallest of providers with fewer than 1,000 social housing units, it may be difficult to protect the anonymity of individual tenants if TSM information is published in full. It is permissible for at least some TSMs to be omitted from published information if providers judge this to be a material risk.</p>	<p>TSM Technical Requirements, paragraphs 6-7, 22-23.</p>
<p>Target timescales used to generate repairs and complaints TSMs. Specifically:</p> <ul style="list-style-type: none"> - Every registered provider must report its target timescales used to generate TSM RP02 (Repairs completed within target timescale) for emergency and non-emergency repairs. This includes where there is more than one target timescale. - If CH02 (Complaints responded to within Complaint Handling Code timescales) has been calculated using timescales which differ from those set in the Code, registered providers must publish the maximum timescales used alongside the TSM and clarify that these diverge from the standard timelines in the Complaint Handling Code. 	<p>TSM Technical Requirements, CH02 and RP02</p>
<p>All registered providers must publish a summary of the survey approach used to generate tenant perception measures. This must include at a minimum:</p> <ol style="list-style-type: none"> a summary of achieved sample size (number of responses) timing of survey collection method(s), with a rationale for why this was chosen 	<p>TSM Tenant Survey Requirements, paragraphs 35 to 38 and Annex C.</p>

TSM information landlords must publish	Reference
<ul style="list-style-type: none"> d. sample method e. summary of the assessment of representativeness of the sample against the relevant tenant population, including reference to and, for providers that own 1,000 or more dwelling units, quantitative information on the characteristics against which representativeness has been assessed, as set out in the requirements f. any weighting applied to generate the reported perception measures (including a reference to all characteristics used to weight results) g. the role of any named external contractor(s) in collecting, generating, or validating the reported perception measures h. the number of tenant households within the relevant population that have not been included in the sample frame due to the exceptional circumstances described in the requirements, with a broad rationale for their removal (as long as this does not breach requirements on protecting tenant confidentiality) i. reasons for any failure to meet the required sample size requirements j. type and amount of any incentives offered to tenants to encourage survey completion k. any other methodological issues likely to have a material impact on the tenant perception measures reported. Where there are any material year-on-year changes in survey methodology, for example in survey collection method(s), a summary of these changes must be included with the reason for any such changes. l. if the provider has undertaken any tenant perception surveys which include TSM questions but has not included these responses in the calculation of the TSMs. A rationale for why this information has been excluded must be provided. m. information on any visual features used alongside the required response options. <p>The summary of approach must be proportionate to the complexity of the sampling methods employed and must include sufficient information to enable reasonable assessment of the validity of the published tenant perception measures. The level of detail required from a relatively large provider applying weighting to responses is significantly greater than that required from a small provider employing a simple census approach. Small providers that own fewer than 1,000 dwelling units are not generally required to weight responses and are not required to include detail of the representativeness of the sample in their summary of approach.</p>	
<p>All registered providers must publish the questionnaire(s) used to generate tenant perception measures, including any additional questions and introductory or explanatory wording communicated to tenants.</p>	<p>TSM Tenant Survey Requirements, paragraph 36.</p>

It is the responsibility of Boards of private registered providers and governing bodies of local authority registered providers to ensure that TSMs have been calculated accurately and reported in accordance with regulatory requirements.

For more information on requirements, see:

[**https://www.gov.uk/government/collections/transparency-influence-and-accountability-including-tenant-satisfaction-measures.**](https://www.gov.uk/government/collections/transparency-influence-and-accountability-including-tenant-satisfaction-measures)

Completing the TSM Return

The TSM Return will **open for completion on (or shortly before) 1 April 2025** and data for this return must be submitted electronically via the NROSH+ system (<https://nroshplus.regulatorofsocialhousing.org.uk/>).

- ⚠ **Note: TSMs must be reported on a registered group basis (as specified in the TSM Technical Requirements). The term ‘providers’ is used in this guidance to mean reporting at this level. For providers not in a group, this will form an individual return, for those in a registered group this will be a group return.**

Submission deadline

The deadline for submission of this return on NROSH+ is 30 June 2025.

It is recommended that providers complete and submit their return as soon as possible as this will allow more time to resolve any queries we may raise with the submission.

- ⚠ **Note: Where this deadline poses an issue for providers, they should contact the NROSH+ enquiries team (NROSHenquiries@rsh.gov.uk) as soon as possible.**

Note on guidance and definitions

We ask all providers to read these guidance notes carefully in order to provide accurate data to us. The metrics and terms used in this guidance are as defined in the TSM requirements.

This guidance is intended to support the completion of the TSM Return via the NROSH+ system. Whilst examples and definitions are provided, providers are reminded that it is their responsibility to correctly categorise and record stock accurately according to the latest applicable rules and legislation.

Structure of the return

The TSM Return is comprised of one “part” in the system, so only a single survey template needs to be completed.

The survey is made up of seven sections, which are visible as separate tabs in the template and the website view. Guidance notes are provided for each section in the remainder of this document.

- **Section 0 – Survey Completion** – covering:
 - Survey completion – stock type
 - Relevant tenant population households
 - Number of owned dwelling units
- **Section 1 – Background to tenant perception survey³** – covering:

³ There will be three section 1 worksheets (section 1a, section 1b and section 1c). Depending on the way in which you have produced your tenant perception measures you may need to complete a combination of these sections. Please see the completion flowchart below for more information.

- Background information
- Sample size
- Collection method impact
- Weighting approach
- **Section 2 – Published TSMs** – covering:
 - Publication information
 - TSM results for review
 - Review confirmation
- **Section 3 – TSMs reported by all providers** – covering:
 - Achievement of requirements for management information TSMs
 - Details of and contextual information for:
 - Building safety TSMs (BS01-BS05)
 - Anti-social behaviour TSMs (NM01)
 - Decent Homes Standard (DHS) and repairs TSMs (RP01 and RP02)⁴
- **Section 4 – TSMs reported for low cost rental accommodation (LCRA) stock** – covering:
 - Details of and contextual information for:
 - Complaints (CH01 and CH02)
 - Tenant perception measures (TP01-TP12)
- **Section 5 – TSMs reported for low cost home ownership (LCHO) stock** – covering:
 - Details of and contextual information for:
 - Complaints (CH01 and CH02)
 - Tenant perception measures (TP01 and TP05-TP12)
- **Section 6 – TSMs reported on a combined stock basis (LCRA and LCHO combined)** – covering:
 - Details of and contextual information for:

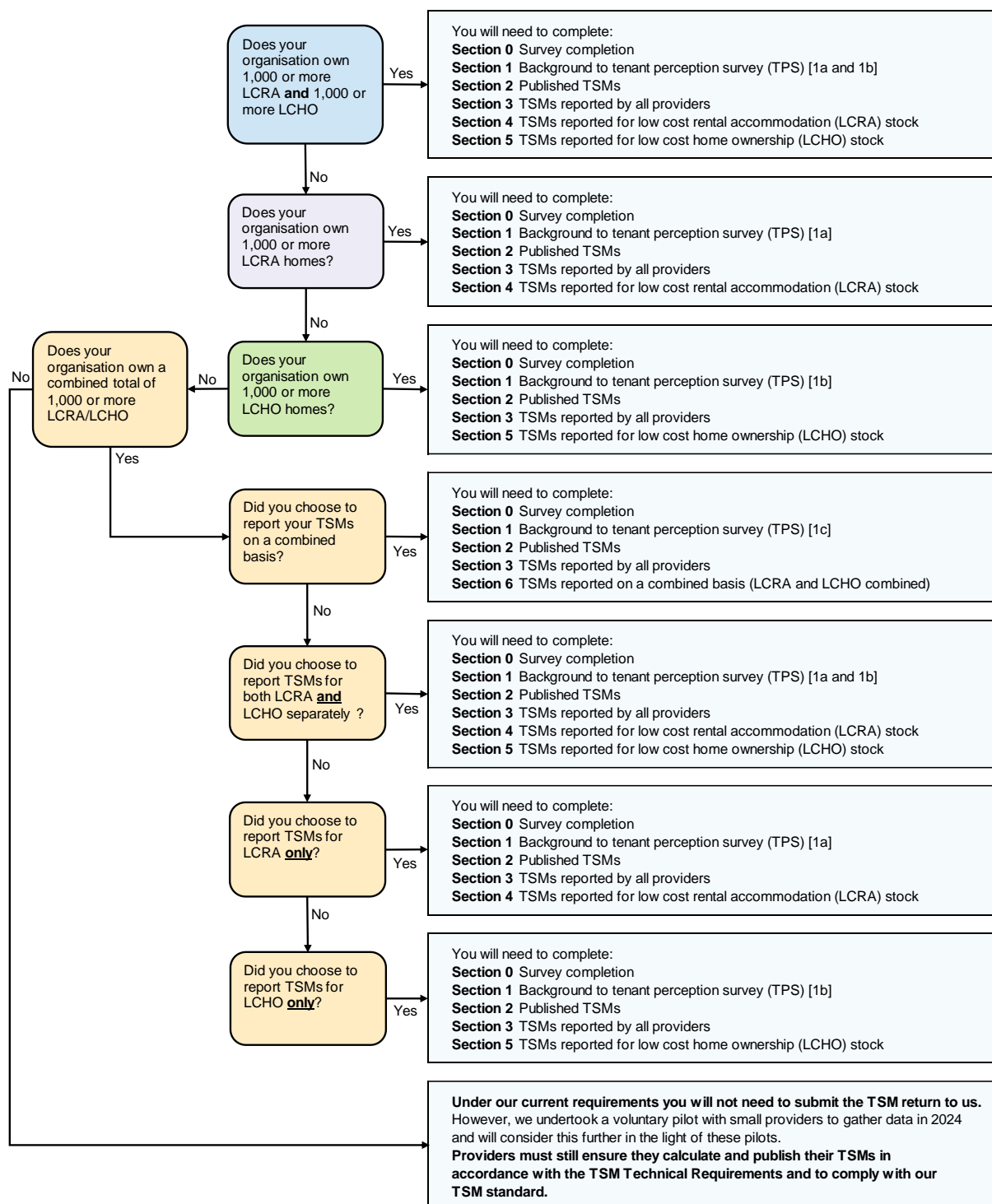
⁴ Note that TSMs for DHS and repairs must be reported for low cost rental accommodation (LCRA) stock only. Providers who do not own any units of LCRA will not complete questions relating to DHS or repairs TSMs.

- Complaints (CH01 and CH02)
- Tenant perception measures (TP01-TP12)⁵

⁵ We expect providers who complete the TSM Return on the combined stock basis (LCRA and LCHO combined) to report TP02, TP03 and TP04 for LCRA stock only.

Completion of sections

The chart provides our expectations of the sections you will need to complete, based on the correct application of the TSM requirements around stock profile and reporting. No provider will need to complete all seven sections.



Section 0 – Survey Completion

Q1 – Survey completion

A number of the TSMs (those relating to complaints (CH01 and CH02) and the Tenant Perception Measures (TP01 and TP05 to TP12)) are reported based on your stock profile. Please select 'Yes' or 'No' to confirm how you are reporting these TSMs.

Please see the flow chart on page 9 for more information on our expectations.

- !** **Note:** This question asks you to confirm how you are reporting TSMs relating to complaints (CH01 and CH02) and your Tenant Perception Measures (TP01 and TP05 to TP12).

Please confirm how you are reporting the TSMs relating to Complaints and Tenant Perception Measures.	Response format
Reported for LCRA stock	Yes/No
Reported for LCHO stock	Yes/No
Reported for LCRA and LCHO stock combined	Yes/No

- !** **Note:** Once you have answered this question, a list of sections you need to complete will display on the template and the online data entry form.

Q2 – Relevant tenant population households

The relevant tenant population is made up of all households residing in the relevant property type, LCRA or LCHO. Joint tenancies must be counted as one household.

Please confirm the number of households in the relevant tenant population for the purposes of the tenant perception measures.

Please also report the number of owned dwelling units at year end (31 March 2025) for both LCRA and LCHO even if you are not reporting your TSMs relating to both stock types. Please refer to the TSM Technical Requirements for more information on how the relevant stock types, dwelling units and ownership are defined for the purposes of the TSMs.

- !** **Note:** We ask that you confirm the size of your relevant tenant population for the purposes of the TSMs. Our expectation is that, for most providers, this will be broadly consistent with the stock data (for owned LCRA, LCHO or both) as reported in your Statistical Data Return or Local Authority Data Return. If your relevant tenant population for the purposes of the TSMs does not align with your stock data (for example due to timing differences or vacant units), please use the text box provided to outline the reason for the variation and upload a supporting document if needed.

Q2 Please confirm the number of relevant tenant population households for the purposes of the tenant perception measures, and the number of owned dwelling units for reference.

Question	LCRA	LCHO
Relevant tenant population households	Number	Number
Number of owned dwelling units	Number	Number
If your number of relevant tenant households differs from your number of owned dwelling units, please explain the reason for the difference below.	Text	





Section 1 – Background to tenant perception survey

The TSM Return has three copies of these questions (section 1a, section 1b and section 1c). Each copy includes all questions as below.

These sections allow for the collection of information relating to the tenant perception survey approach, sampling and methodology behind the collection and production of the tenant perception survey TSMs.

We expect all providers to collect this information as part of their work to collect, calculate and report the TSMs.

For some questions we will ask for information pertaining to the collection of responses for the tenant perception measure TP01 only, rather than request the information for each tenant perception measure. We will use this information to help us understand the impact of collection method or weighting across your tenant perception measures.


-  **Note: For most providers, this section will need completing once. However, if you are reporting tenant perception measures for both LCRA in section 4 and LCHO in section 5 independently you will need to complete this section twice (completing section 1a and section 1b).**
-  **Note: You must complete section 1 with responses relevant to the stock type reported in Section 0 Q1 (i.e. section 1a for LCRA, section 1b for LCHO and section 1c for LCRA and LCHO combined).**
-  **Note: The data collected in this section is aligned with the “Publication of summary of approach” as provided in the TSM Tenant Survey Requirements (pg14).**
-  **Note: If you are reporting on behalf of a group and have used different survey approaches across your group structure, you should report the approach which applies to the majority of the surveys. Please upload supporting documentation to confirm variation across your group.**

Q1 to Q8 – Background information

This section captures general information about your approach to collecting the tenant perception TSMs.

You will be expected to complete all questions within this section.

It should be possible to obtain the data in this section from the summary information you published relating to your survey approach.

-  **Note: In addition to the completion of the questions in this section, we ask that you upload the summary of approach and a copy of the questionnaire(s) used to collect the tenant perception measures. These documents should provide the full survey approach information which all providers must publish alongside their TSMs. The requirements for this are set out in the TSM Tenant Survey Requirements (pg14).**

Questions	Response format
Q1. Please select your survey approach used to generate reported perception TSMs (for the stock basis listed above).	Select one option: <ul style="list-style-type: none"> • Single point in time • Phased approach • Rolling survey
Q2. We also ask that you upload the summary of your approach AND a copy of the questionnaire(s) used to collect the perception TSMs as supporting document(s) to this survey. Please confirm here that you have done so.	Select one option: <ul style="list-style-type: none"> • Yes – I have uploaded the supporting documentation • No – I have not uploaded the supporting documentation
Q3. Collection date of earliest survey response used in reported TSMs.	Day/Month/Year
Q4. Collection date of latest survey response used in reported TSMs.	Day/Month/Year
Q5. Have any external contractors been used in the collection and/or analysis of the survey?	Yes/No
Q5a. If yes, please name the contract organisation(s).	Text
Q6. If interviews were conducted with tenants to collect survey responses (e.g. face-to-face or telephone collection methods), who conducted these interviews?	Select one option: <ul style="list-style-type: none"> • Staff employed directly by the landlord. • Staff employed by managing agent(s) or ALMO. • External contractors commissioned to collect and/or analyse the survey (e.g. market research company). • Other or a combination of the above (please explain below). • Not applicable – no survey responses were collected via interviews.
Q6a. If you responded 'Other or a combination of the above' to Q6 or wish to supply any other relevant details on which teams or organisations completed interviews to collect tenant survey responses, please use this text box to provide further information.	Text
Q7. Did you use any incentives for tenants to complete the survey?	Yes/No

Q7a. If yes, what was the incentive?	Text
Q8. Have you been able to achieve all of the requirements set out in TSM Tenant Survey Requirements?	Yes/No
Q8a. If you have been unable to achieve all the requirements set out in the TSM Tenant Survey Requirements, we ask you to upload a supporting document to this survey providing more information as to what you have been unable to achieve. Please confirm that you have done so.	<p>Select one option:</p> <ul style="list-style-type: none"> • Yes – I have uploaded a supporting document • No – I have not uploaded a supporting document

Key information about the survey, including the collection dates of the first and last survey, whether external contractors were used in the collection and/or analysis and any incentives used will be required.

If separate or multiple external contractors were used for the collection and analysis you should name all contractor organisations and indicate which was used for what purpose.

Collection dates for first and last survey should be as accurate as possible. We expect all providers to know the month, but where the exact day is not known you should estimate this.

‘Staff directly employed by the landlord’ should include any staff employed by entities that are part of the registered group (as defined in TSM requirements), including staff employed by the same local authority even if they are in non-housing roles.

An interview is where the tenant perception survey is conducted via a staff who are tasked with relaying questions to tenants and recording their responses. For example, responses from telephone and face-to-face collection methods are collected through interviews (whereas postal, online, or SMS surveys will typically not involve interviews). For the purposes of this question, it is not necessary to report instances of family members/volunteers supporting tenants in completing the survey as interviews.

Under the free text box, please supply any other relevant details on which organisations or functions have conducted interviews. Where conducted by non-landlord staff, this might include the organisation(s) that conducted interviews. If relevant, please include a reference to the functions within the landlord that have completed interviews (e.g. contact centre staff). Where multiple organisations have conducted interviews, please summarise.

Q9 to Q12 – Sample size information

This section captures information about the way in which your survey sample was determined, and the spread of that sample across the various survey methods used.

It should be possible to obtain the data in this section from the summary information you published relating to your survey approach.

Questions	Response format
Q9. Number of relevant LCRA tenant households for the purposes of the tenant perception measures.	This question is prepopulated from Section 0
Q10. How many tenants did you not include in the sample frame due to the exceptional circumstances outlined in the accessibility and barriers to participation section of the TSM Tenant Survey Requirements?	Number
Q11. Did you use a census or a sample to collect survey responses?	Select one option: <ul style="list-style-type: none"> Census Sample
Q12. Please confirm the total number of responses to your survey for each of the following survey methods:	
Telephone	Number
Internet	Number
Face to face	Number
Postal	Number
SMS	Number
All other methods	Number
Total sample size achieved.	Calculated total
Q12a. If you used any 'other methods', please provide more details on the ones used.	Text

Q13 – Collection method impact

We require the proportion of respondents who report that they are satisfied with the overall service from their landlord (TP01), broken down by each survey collection method used.

In Q13a you are asked to confirm if the figures you provide in Q13b are 'weighted' or 'unweighted'. If you did not use weighted responses to calculate your tenant perception measures, you must select 'unweighted'.

If you have weighted the survey responses used to generate your reported TSMs to ensure representativeness, the responses summarised in Q13b should be generated using the same weighting basis as the TSMs. If this is not possible, please upload a supporting document to clarify.

- ⚠ **Note:** Your response to Q13a will be cross referenced with your response to Q14. If you report 'Yes' to Q14 then you must select either 'weighted' or 'unweighted', if you report 'No' to Q14 then you must select 'unweighted'.
- ⚠ **Note:** For avoidance of doubt, Q13b requires the reported satisfaction score for each survey collection method used (not the proportion of total responses collected by each method).

For TP01 ONLY	
Questions	Response format
Q13a. Please confirm whether the average satisfaction by survey method reported in Q14b has been calculated using weighted or unweighted responses.	Select one option: <ul style="list-style-type: none"> Weighted Unweighted
Q13b. Proportion of respondents who report that they are satisfied with the overall service from their landlord (TP01) for each survey method:	
Telephone	%
Internet	%
Face to face	%
Postal	%
SMS	%
All other methods	%

Q14 – Weighting approach

You must indicate whether any weighting has been applied to the responses used to generate the tenant perception measures and for a summary of the scope and impact of this weighting.



Note: If you have not weighted your survey responses you should answer ‘no’ to the first question and then leave the remaining questions in the section blank.

Questions	Response format
Q14. Did you use weighted responses to calculate your tenant perception measures?	Yes/No
Q14a. If ‘Yes’, what characteristics did you use to weight responses?	
Weighting characteristic 1	Drop down list selection
Weighting characteristic 2	Drop down list selection
Weighting characteristic 3	Drop down list selection
Weighting characteristic 4	Drop down list selection
Weighting characteristic 5	Drop down list selection
Q14b. Please provide details of any other weightings used.	Text

We ask that you confirm the characteristics used to weight responses. Up to five weighting characteristics can be selected from drop down lists. Please leave unrequired lines in Q14a blank.

If you have weighted using more than five characteristics, please use the text box in Q14b (or upload a supporting document) to confirm the additional characteristics used.

For each line in Q14a you can select from:

- Age of respondent
- Building type
- Entity
- Ethnicity of respondent
- Geographical area

- Household size
- Property size
- Stock type
- Other (specify in Q14b)

Q15 – Unweighted responses

If weighting has been used and therefore responses reported for tenant perception measures in Q5 of section 4, 5 or 6 (depending on your reporting) are weighted, please report the unweighted responses for TP01.

If you have not used weighting, this table must be left blank.

Line	Question	Response format
	Q15. If you have reported weighted responses in Q13b please provide the unweighted responses for TP01.	
1	Very satisfied	Number
2	Fairly satisfied	Number
3	Neither satisfied nor dissatisfied	Number
4	Fairly dissatisfied	Number
5	Very dissatisfied	Number
6	Proportion of tenants who are satisfied overall (unweighted)	Calculated number

Note: The calculated proportion of tenants who are satisfied overall (as displayed in line 6) is calculated for TP01 using the following formula:

$$\text{Line 1} + \text{Line 2} / \text{sum (Line 1} + \text{Line 2} + \text{Line 3} + \text{Line 4} + \text{Line 5)}$$

Section 2 – Published TSMs

! **Note:** The TSMs reported in this section should match those you have already published OR those which you intend to publish later in the year.

Q1 – Publication information

Q1 - 2. Publication information		
Q1	Please confirm the date on which you have published / intend to publish your performance against the TSMs.	Day/Month/Year
Q2	Have you published OR do you intend to publish your performance against the TSMs online?	Yes/No

! **Note:** If you have published OR if you intend to publish your performance against the TSMs online, please answer Q3.

Q3. Online publication URL information		
Q3a	<p>Please provide the permanent URL(s) you have used OR intend to use to publish your TSM results online (including TSMs calculated from management information and tenant perception measures).</p> <p>This could be the performance information or TSM section of your website rather than a direct link to the results.</p>	Text
Q3b	Have you published OR do you intend to publish your performance against the TSMs online?	<p>Select one option:</p> <ul style="list-style-type: none"> • Yes - I have uploaded the supporting documentation • No - I have not uploaded the supporting documentation

! **Note:** If you do not intend to publish your performance against the TSMs online, please answer Q4.

Q4 TSMs not published online		
Q4a	If you do not intend to publish your performance against the TSMs online, please briefly outline your approach to publication.	Text

Q4b	If you do not intend to publish your performance against the TSMs online, please upload any documents you have to support your publication approach, such as a final draft of your planned publication as a supporting document. Please confirm that you have done so here.	Select one option: <ul style="list-style-type: none"> • Yes - I have uploaded the supporting documentation • No - I have not uploaded the supporting documentation
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Q5 – Published (or intended for publication) TSM results for review

The TSMs reported in this table are a summary of your TSMs taken from your responses to questions in Sections 3, 4, 5 and 6. Please review these against the TSM results that **you have published or intend to publish** and confirm once this has been done. If any TSM values calculated in this return do not match those you have published or intend to publish, please upload a supporting document explaining the reason for the difference.

Q5a. Building safety		LCRA	LCHO	All stock (LCRA + LCHO)
BS01	Proportion of homes for which all required gas safety checks have been carried out.			%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.			%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.			%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.			%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.			%
Q5b. Anti-social behaviour		LCRA	LCHO	All stock (LCRA + LCHO)
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.			Number
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.			Number
Q5c. DHS and repairs		LCRA	LCHO	All stock (LCRA + LCHO)
RP01	Proportion of homes that do not meet the Decent Homes Standard.	%		

RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	%		
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	%		
Q5d. Complaints		LCRA	LCHO	Combined
CH01 (1)	Number of stage one complaints received per 1,000 homes.	Number	Number	Number
CH01 (2)	Number of stage two complaints received per 1,000 homes.	Number	Number	Number
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	%	%	%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	%	%	%

Q5e. Tenant perception measures		LCRA	LCHO	Combined
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	%	%	%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	%		% (for LCRA only)
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	%		% (for LCRA only)
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	%		% (for LCRA only)
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	%	%	%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	%	%	%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	%	%	%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	%	%	%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	%	%	%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	%	%	%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	%	%	%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	%	%	%

Q5f-Q5g Review confirmation		
Q5f	Please confirm you have reviewed the calculated TSMs above against those you have published or intend to publish.	Yes/No
Q5g	If you have identified mismatches between the calculated TSMs above and your published results, please confirm that you have uploaded a supporting document explaining the reason for the difference.	Select one option: <ul style="list-style-type: none"> • Yes - I have uploaded the supporting documentation • No - I have not uploaded the supporting documentation

Section 3 – TSMs reported by all providers

- !** **Note:** This section must be completed by all providers in line with the requirements for each TSM. Providers must note that some TSMs are only required for particular stock types.
- !** **Note:** All proportions must be reported to one decimal place (with 99.5% recorded as 99.5 and not 0.995).

Q1 – Achieving the requirements for TSMs

- !** **Note:** The question relates to the requirements for TSMs generated from management information only (those prefixed with 'BS', 'NM', RP' or 'CH⁶'). Information on your achievement of the requirements for tenant perception TSMs (those prefixed with 'TP') is confirmed in sections 1a, 1b and 1c.

In Q1a you are asked to confirm if you have been able to achieve all of the requirements set out in the TSM Technical Requirements for **TSMs calculated from management information**.

If you have managed to achieve all the TSM Technical Requirements for the TSMs calculated from management information, please select 'Yes' in Q1a and leave Q1b blank.

If you have not managed to achieve all the TSM Technical Requirements for the TSMs calculated from management information, please select 'No' to Q1a question and you should upload supporting documentation to confirm what you have been unable to achieve. We ask that you confirm you have done this in Q1b.

Q1. Achieving the requirements for TSMs calculated for management information		
Q1a	Have you been able to achieve all of the requirements set out in TSM Technical Requirements for TSMs calculated from management information?	Yes/No
Q1b	If you have been unable to achieve all the requirements set out in the TSM Technical Requirements, we ask you to upload a supporting document to this survey providing more information as to what you have been unable to achieve. Please confirm in this question that you have done so.	Select one option: <ul style="list-style-type: none"> • Yes - I have uploaded the supporting documentation • No - I have not uploaded the supporting documentation

⁶ TSMs relating to complaints are prefixed "CH". These appear in Section 4, Section 5 and Section 6, but you should confirm if you have not been able to meet the requirements for any of these in this section.

Q2 – Building safety TSMs

For each of the five Building Safety TSMs you will need to report:

- The number of dwelling units owned used as the numerator in the calculation of the TSM. This should be the numerator used in the calculation of the TSM as defined in the TSM Technical Requirements.
- The number of dwelling units owned used as the denominator in the calculation of the TSM. This should be the denominator used in the calculation of the TSM as defined in the TSM Technical Requirements.

 **Note: All building safety TSMs must be reported by all providers for LCRA and LCHO dwelling stock combined.**

Q2. For each of the five Building Safety TSMs, please confirm if the TSM applies to you and if yes report the numerator and the denominator used to calculate the TSM. The calculation in each line will update once these data have been entered.

		Did you own dwelling units to which this TSM applies at year end?	Calculation (sum numerator/ denominator)	Numerator Number of dwelling units owned for which all required gas safety checks were carried out and recorded as at year end	Denominator Number of dwelling units owned for which gas safety checks were required to have been carried out as at year end
BS01	Proportion of homes for which all required gas safety checks have been carried out.	Yes/No	Calculated %	Number	Number
		Did you own dwelling units to which this TSM applies at year end?	Calculation (sum numerator/ denominator)	Numerator Number of dwelling units owned within properties that required an FRA for which all required FRAs were carried out and recorded as at year end	Denominator Number of dwelling units owned within properties for which an FRA was required to have been carried out as at year end
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	Yes/No	Calculated %	Number	Number
		Did you own dwelling units to which this TSM applies at year end?	Calculation (sum numerator/ denominator)	Numerator Number of dwelling units owned within properties that required an asbestos management survey or re-inspection for which all required asbestos management surveys or re-inspections were carried out and recorded as at year end	Denominator Number of dwelling units owned within properties for which an asbestos management survey or re-inspection was required to have been carried out as at year end
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	Yes/No	Calculated %	Number	Number

Where: % is the proportion shown as a percentage

		Did you own dwelling units to which this TSM applies at year end?	Calculation (sum numerator/denominator)	Numerator Number of dwelling units owned for which all required legionella risk assessments (LRAs) were carried out and recorded as at year end	Denominator Number of dwelling units owned for which an LRA was required to have been carried out as at year end
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	Yes/No	Calculated %	Number	Number
		Did you own dwelling units to which this TSM applies at year end?	Calculation (sum numerator/denominator)	Numerator Number of dwelling units owned within properties with communal passenger lifts for which all Lifting Operations and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded as at year end	Denominator Number of dwelling units owned within properties with communal passenger lifts as at year end
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	Yes/No	Calculated %	Number	Number

Where: % is the proportion shown as a percentage

Q3 – Anti-social behaviour TSMs

This section captures your published TSM NM01 (part 1 and part 2).

! Note: Anti-social behaviour TSMs must be reported by all providers for LCRA and LCHO dwelling stock combined.


This TSM has two parts;

1 – the number of anti-social behaviour cases opened per 1,000 homes and

2 – the number of anti-social behaviour cases (as reported in the first part) that involve hate incidents opened per 1,000 homes.

For each part, you will need to report the numerator and the denominator used in your calculation of the TSM. We will calculate the TSM from these data. The reported numerator and denominator should be those used in the calculation of the TSM as defined in the TSM Technical Requirements.

Q3. For each of the ASB TSMs please report the numerator and the denominator used to calculate the TSM. The calculation in each line will update once these data have been entered.		Calculation (sum (numerator/ denominator) * 1000)	Numerator Total number of anti-social behaviour cases opened by or on behalf of the provider during the reporting year (including any ASB cases that involve hate incidents)	Denominator Number of dwelling units owned of the relevant social housing stock at year end (LCRA + LCHO)
NM01 (part1)	Number of anti-social behaviour cases opened per 1,000 homes.	Calculated number	Number	Number
		Calculation (sum (numerator/ denominator) * 1000)	Numerator Number of anti-social behaviour cases (as reported in part 1) that involve hate incidents opened by or on behalf of the provider during the reporting year	Denominator Number of dwelling units owned of the relevant social housing stock at year end (LCRA + LCHO)
NM01 (part2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	Calculated number	Number	Number

-  **Note: While the TSM (NM01 part 1 and part 2) relates to activity per 1,000 homes, you must report the number of dwelling units owned of the relevant housing stock at year end as the actual figure and not divide this by 1,000 (e.g. if you own 10,000 dwelling units you must report 10,000 and not 10).**

Q4 and Q5 – DHS and repairs measures

This section captures your published TSMs; RP01 and RP02.

 **Note: DHS and repairs TSMs must be reported by all providers. These relate to LCRA dwelling stock only. If you do not own any LCRA dwelling stock, you must leave this section blank.**

For each of the TSMs, you must provide the numerator and denominator used in the calculation of the TSM. You must also provide information relating to your organisation's target timescales for non-emergency and emergency repairs used in the calculation of RP02.

In line with page 27 and 28 of the TSM Technical Requirements, where you have used more than one timescale to generate either section of RP02, we will require you to report the maximum timescale used for emergency and non-emergency responsive repairs respectively. For example, this means that, if there are different timescales for urgent and non-urgent non-emergency repairs, the TSM Return will require you to report the longer of the two timescale (likely to be that for non-urgent repairs) and confirm that more than one timescale was used to generate the TSM.

We are looking for the maximum timescales that apply to general emergency and non-emergency responsive repairs. If there are longer target timescales that apply to a small minority of responsive repairs, requiring specialist input for example, these exceptional timescales should not be reported as your maximum timescale in Q5a and Q5d. Please confirm if you have more than one target timescale for repairs in Q5b (non-emergency) and Q5e (emergency) and, if you do, please provide us with a brief outline of what timescales you use in Q5c (non-emergency) and Q5f (emergency), including confirming any exceptional timescales which have been excluded from your maximum target. If you require more space then please upload a supporting document and confirm within Q5c and/or Q5f that you have done so. We are not looking for timescales in areas other than responsive repairs, for example a timescale relating to planned maintenance where there is no reported defect.

Q4. For each of the DHS and repairs TSMs please confirm if the TSM applies to you and if yes report the numerator and the denominator used to calculate the TSM. The calculation in each line will update once these data have been entered.

		Did you own dwelling units to which this TSM applies at year end?	Calculation (sum numerator/ denominator)	Numerator Number of dwelling units owned to which the Decent Homes Standard applied which failed the Decent Homes Standard at year end	Denominator Number of dwelling units owned to which the Decent Homes Standard applied at year end
RP01	Proportion of homes that do not meet the Decent Homes Standard.	Yes/No	Calculated %	Number	Number
		Did you complete any non-emergency responsive repairs during the year?	Calculation (sum numerator/ denominator)	Numerator Number of non-emergency responsive repairs completed within the provider's target timescale during the reporting year	Denominator Number of non-emergency responsive repairs completed during the reporting year
RP02 (pt1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	Yes/No	Calculated %	Number	Number
		Did you complete any emergency responsive repairs during the year?	Calculation (sum numerator/ denominator)	Numerator Number of emergency responsive repairs completed within the provider's target timescale during the reporting year	Denominator Number of emergency responsive repairs completed during the reporting year
RP02 (pt2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	Yes/No	Calculated %	Number	Number

Where: % is the proportion shown as a percentage

Q5a. What is your (maximum) target timescale for non-emergency repairs used to calculate RP02 (pt1)? (please give your response in working days)	Number (working days)
Q5b. Did you have more than one target timescale for non-emergency repairs?	Yes/No
Q5c. If you do have more than one target timescale for non-emergency repairs, then please provide us with a brief outline of what timescales you use, including confirming any exceptional timescales which have been excluded from your maximum target in Q5a.	Text
Q5d. What is your (maximum) target timescale for emergency repairs used to calculate RP02? (please give your response in hours)	Number (hours)
Q5e. Did you have more than one target timescale for emergency repairs used to calculate RP02?	Yes/No
Q5f. If you do have more than one target timescale for emergency repairs, then please provide us with a brief outline of what timescales you use, including confirming any exceptional timescales which have been excluded from your maximum target in Q5d.	Text

RP02 only reflects responsive repairs completed and does not capture any responsive repairs that have been logged but not yet completed at year end.

Q6 – Responsive repairs contextual information

In order that we can more fully understand performance, it is important to put RP02 in the context of numbers of responsive repairs. As such we ask you to complete question 6.

Please note that these questions are mandatory in 2025.

- ! Note: You must ensure that reporting of responsive repairs within the reporting year is consistent with the requirements defined in the TSM Technical Requirements.**

Q6. Please provide information on the number of responsive repairs raised, cancelled, reclassified and completed within the reporting year and the number of responsive repairs that have not been completed at year end (those which are 'work in progress').	
Q6a. Number of responsive repairs raised during the reporting year.	Number
Q6b. Number of responsive repairs closed during the reporting year for any reason apart from completion. This includes all responsive repairs that have been cancelled (whether by the landlord or at tenant request) and any responsive repairs that have been reclassified as planned or cyclical works.	Number
Q6c. Number of responsive repairs completed during the reporting year.	Prepopulated from denominator for RP02p1 and RP02p2
Q6d. Number of outstanding responsive repairs that had not been completed ('work-in-progress') at year end.	Number

Q6a – responsive repairs raised during the reporting year

A responsive repair is defined in line with TSM requirements for RP02. It is a reported defect to the property occupied by one or more tenants that is the landlord's responsibility to make good.

It includes all emergency or non-emergency responsive repairs logged at any point during the reporting year. It should include all reported defects raised, including responsive repairs completed and any that were subsequently cancelled (for any reason), recategorised as planned or cyclical works, or those that were 'work-in-progress' at year end.

Q6b – responsive repairs closed during the reporting year for any reason apart from completion

You should include all responsive repairs that have been previously raised (either in this reporting year or previous reporting years) and that have subsequently been closed during the reporting year without the repair being completed. This includes all responsive repairs cancelled for any reason during the reporting year, including those cancelled at a tenant's request. It also includes any responsive repairs raised that were subsequently recorded as reclassified as planned or cyclical works during the reporting year.

This figure should not include responsive repairs completed (Q6c) or that are work-in-progress at year end (report these in Q6d).

Q6c – responsive repairs completed during the reporting year

The denominators for RP02 (as provided in Q4 line 2 and line 3) will be used to prepopulate this question. This represents the total number of repairs physically completed during the reporting year.

Q6d – responsive repairs that have not been completed during the reporting year

You should include all outstanding responsive repairs that have been previously raised (either in this reporting year or previous reporting years) that had not been completed at the end of the reporting year (i.e. 'work-in-progress' responsive repairs). This figure should not include any responsive repairs that were closed without being completed during the reporting year (these should be reported in Q6b).

If you are unable to report repairs information for Q6 as defined above, please upload a supporting document to explain.

Section 4 – TSMs reported for low cost rental accommodation (LCRA) stock

This section allows for the collection of the TSMs relating to LCRA dwelling stock and the information providing the context for these measures.

Q1 to Q5 – Complaints measures

This section captures your published TSMs CH01 and CH02 as well as key information relating to their calculation to aid their interpretation.

Stage one complaints

You must report the number of **stage one** complaints and the proportion of these you responded to within the Housing Ombudsman's Complaint Handling Code timescales as defined in TSM Technical Requirements.

For each TSM (CH01 and CH02) you will need to report the numerator and the denominator used in your calculation of the TSM. We will calculate the TSM from these data. The reported numerator and denominator should be those used in the calculation of the TSM as defined in the TSM Technical Requirements.

Please also report the number of stage one complaints made by tenants during the year that were responded to within the Housing Ombudsman's Complaint Handling Code timescales **WITHOUT** and **WITH** the use of extensions permitted in the code for complex complaints. We anticipate that this will be important contextual information in order to understand the basis of reported CH02 more fully. **Please note that these questions are mandatory in 2025.**

- ⚠ **Note:** While the TSM (CH01) relates to activity per 1,000 homes, you must report the number of dwelling units owned of the relevant housing stock at year end as the actual figure and not divide this by 1,000 (e.g. if you own 10,000 dwelling units you must report 10,000 and not 10).
- ⚠ **Note:** TSM Technical Requirements were updated to confirm how, from 1 April 2024, CH01 and CH02 must reflect the Housing Ombudsman Service's 2024 Complaints Handling Code. The TSM requirements confirm the Complaint Handling Code timescales that must be used for the purposes for calculating CH02, including where extensions are used for complex complaints, as permitted in the Code. These timescales – which must be followed when completing Q1 and Q2 - are summarised in the table below.

Example	Treatment in Q2
<p>A <u>stage one</u> complaint is:</p> <ul style="list-style-type: none"> acknowledged within 5 working days of being received, and 	<p>Within Code timescales WITHOUT use of the extensions permitted in the Code.</p>

<ul style="list-style-type: none"> responded to within 10 working days of the complaint being acknowledged. 	
<p>A <u>stage one</u> complaint is:</p> <ul style="list-style-type: none"> acknowledged within 5 working days of being received, <u>and</u> responded to between 10 and 20 working days of the complaint being acknowledged where, as per the Code, more time is needed, and the resident has been informed of the expected timescale in a manner consistent with the Code. 	<p>Within Code timescales <u>WITH</u> use of the extensions permitted in the Code.</p>
<p>A <u>stage one</u> complaint is:</p> <ul style="list-style-type: none"> acknowledged beyond 5 working days of being received, <u>or</u> responded to between 10 and 20 working days of the complaint being acknowledged but not in a manner consistent with the Code (for example the resident was not informed), <u>or</u> responded to beyond 20 working days of the complaint being acknowledged, whether or not there is a good reason and this has been explained to the tenant. 	<p><u>Outside Code timescales.</u></p>

Complaints TSM (stage one complaints) Q1. Please report the number of stage one complaints and the proportion of these you responded to within the Housing Ombudsman's Complaint Handling Code timescales as defined in TSM Technical Requirements.		Calculation (sum (numerator/ denominator) * 1000)	Numerator Number of stage one complaints made by tenants in the relevant stock type during the reporting year.	Denominator Number of dwelling units owned of the relevant stock type at year end.
CH01	Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes.	Calculated number	Number	Number
		Calculation (sum numerator/ denominator)	Numerator Number of stage one complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale.	Denominator Number of stage one complaints made by tenants in the relevant stock type during the reporting year.
CH02	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	Calculated %	Number	Number
Q2a. Out of the number of stage one complaints made by tenants during the reporting year, what number were responded to within Complaint Handling Code timescales – without the use of the 10 day extension for complex complaints permitted in the Code.			Number	
Q2b. Out of the number of stage one complaints made by tenants during the reporting year, what number were responded to within Complaint Handling Code timescales			Number	

– with the use of the 10 day extension for complex complaints permitted in the Code.		
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Stage two complaints

You must report the number of **stage two** complaints and the proportion of these you responded to within the Housing Ombudsman's Complaint Handling Code timescales; providing the proportion and the numerator and denominator used in the calculation.

For each TSM (CH01 and CH02) you will need to report the numerator and the denominator used in your calculation of the TSM. We will calculate the TSM from these data. The reported numerator and denominator should be those used in the calculation of the TSM as defined in the TSM Technical Requirements.

Please also report the number of stage two complaints made by tenants during the year that were responded to within the Housing Ombudsman's Complaint Handling Code timescales **WITHOUT** and **WITH** the use of extensions permitted in the code for complex complaints. **Please note that these questions are now mandatory in 2025.**

- ⚠ **Note:** While the TSM (CH01) relates to activity per 1,000 homes, you must report the number of dwelling units owned of the relevant housing stock at year end as the actual figure and not divide this by 1,000 (e.g. if you own 10,000 dwelling units you must report 10,000 and not 10).
- ⚠ **Note:** TSM Technical Requirements were updated to confirm how from 1 April 2024 CH01 and CH02 must reflect the Housing Ombudsman Service's 2024 Complaints Handling Code. The TSM requirements confirm the Complaint Handling Code timescales that must be used for the purposes for calculating CH02, including where extensions are used for complex complaints as permitted in the Code. These timescales – which must be followed when completing Q1 and Q2 - are summarised in the table below.

Example	Treatment in Q4
<p>A <u>stage two</u> complaint is:</p> <ul style="list-style-type: none"> acknowledged within 5 working days of the escalation request being received, and responded to within 20 working days of the escalation request being acknowledged. 	<p>Within Code timescales WITHOUT use of the extensions permitted in the Code.</p>
<p>A <u>stage two</u> complaint is:</p> <ul style="list-style-type: none"> acknowledged within 5 working days of the escalation request being received, and responded to between 20 and 40 working days of the escalation request being acknowledged where, as per the Code, more time is needed, and the resident has been informed of the 	<p>Within Code timescales WITH use of the extensions permitted in the Code.</p>

<p>expected timescale in a manner consistent with the Code.</p>	
<p>A <u>stage two</u> complaint is:</p> <ul style="list-style-type: none"> • acknowledged beyond 5 working days of the escalation request being received, <u>or</u> • responded to between 20 and 40 working days of the escalation request being acknowledged but not in a manner consistent with the Code (for example the resident was not informed), <u>or</u> • responded to beyond 40 working days of the escalation request being acknowledged, whether or not there is a good reason and this has been explained to the tenant. 	<p><u>Outside Code timescales.</u></p>

Complaints TSM (stage two complaints) Q3. Please report the number of stage two complaints and the proportion of these you responded to within the Housing Ombudsman's Complaint Handling Code timescales as defined in TSM Technical Requirements.		Calculation (sum (numerator/ denominator) * 1000)	Numerator Number of stage two complaints made by tenants in the relevant stock type during the reporting year	Denominator Number of dwelling units owned of the relevant stock type at year end
CH01	Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes.	Calculated number	Number	Number
		Calculation (sum numerator/ denominator)	Numerator Number of stage two complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale	Denominator Number of stage two complaints made by tenants in the relevant stock type during the reporting year.
CH02	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	Calculated %	Number	Number
Q4a. Out of the number of stage two complaints made by tenants during the reporting year, what number were responded to within Complaint Handling Code timescales – without the use of the 20 day extension for complex complaints permitted in the Code.			Number	
Q4b. Out of the number of stage two complaints made by tenants during the reporting year, what number were responded to within Complaint Handling Code timescales – with the use of the 20 day extension for complex complaints permitted in the Code.			Number	

Q5 – Tenant perception measures

Tenant perception measures are all calculated using responses gained through surveying tenants.

! Note: You must follow the TSM Tenant Survey Requirements in generating the survey responses used to calculate these TSMs.

For each tenant perception measure (TP01-TP12) you must report the number of survey responses used to calculate it as defined in TSM Technical Requirements.

! Note: Your reporting must be the number of survey responses and not the proportion of responses.

For TP02, TP03, TP09 and TP10 you must report the number of respondents who responded 'Yes' and the number of respondents who responded 'No' to the filter question relevant to that perception measure.

The 'no valid response' line is automatically calculated to give the number of total survey respondents (that answered at least one tenant perception survey question) that did not provide a response that could be included in any of the survey response options presented for each tenant perception measure.

For questions with no filter question, this is calculated using the following formula:

Section 1a Q12 Line 7 - (Line 3 + Line 4 + Line 5 + Line 6 + Line 7 + Line 8)

For questions with a filter question, this is calculated using the following formula:

Line 1 - (Line 3 + Line 4 + Line 5 + Line 6 + Line 7 + Line 8)

! Note: The responses in the table below must be weighted if you have used weighting to calculate the published TSMs (as confirmed in section 1 Q14).

Line	Q6. For each tenant perception measure (TP01-TP12) you must report the number of survey responses used to calculate it as defined in TSM Technical Requirements.	TP01	TP02	TP03	TP04	TP05	TP06
		Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?	How satisfied or dissatisfied are you with the overall repairs service from [your landlord] over the last 12 months?	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	How satisfied or dissatisfied are you that [your landlord] provides a home that is well maintained?	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?	How satisfied or dissatisfied are you that [your landlord] listens to your views and acts upon them?
1	Number of respondents who responded 'Yes' to the filter question relevant to the perception measure.						
2	Number of respondents who responded 'No' to the filter question relevant to the perception measure.						
3	Very satisfied						
4	Fairly satisfied						
5	Neither satisfied nor dissatisfied						
6	Fairly dissatisfied						
7	Very dissatisfied						
8	Not applicable/ don't know						
9	No valid response						
10	Calculated TSM: Proportion of respondents who report that they are satisfied						

		TP07	TP08	TP09	TP10	TP11	TP12
Line	Q6. For each tenant perception measure (TP01-TP12) you must report the number of survey responses used to calculate it as defined in TSM Technical Requirements.	How satisfied or dissatisfied are you that [your landlord] keeps you informed about things that matter to you?	To what extent do you agree or disagree with the following “[my landlord] treats me fairly and with respect”?	How satisfied or dissatisfied are you with [your landlord]’s approach to complaints handling?	How satisfied or dissatisfied are you that [your landlord] keeps these communal areas clean and well maintained?	How satisfied or dissatisfied are you that [your landlord] makes a positive contribution to your neighbourhood?	How satisfied or dissatisfied are you with [your landlord]’s approach to handling anti-social behaviour?
1	Number of respondents who responded ‘Yes’ to the filter question relevant to the perception measure.						
2	Number of respondents who responded ‘No’ to the filter question relevant to the perception measure.						
3	Very satisfied (or Strongly agree for TP08)						
4	Fairly satisfied (or Agree for TP08)						
5	Neither satisfied nor dissatisfied (or Neither agree nor disagree for TP08)						
6	Fairly dissatisfied (or Disagree for TP08)						
7	Very dissatisfied (or Strongly disagree for TP08)						
8	Not applicable/ don’t know						
9	No valid response						
10	Calculated TSM: Proportion of respondents who report that they are satisfied (or that they agree TP08)						

- ⚠ **Note:** If weighting has been used to achieve representativeness, you must report weighted responses in this table (and supply contextual information on the scope and impact of this weighting in section 1 section d). If weighting has not been used, then unweighted responses must be reported in this table.
- ⚠ **Note:** The option ‘Not applicable/ don’t know’ is only a specified response to TP05, TP06, TP07, TP08, TP11 and TP12.
- ⚠ **Note:** As per the TSM Technical Requirements (see page 10 to page 21) all ‘not applicable/don’t know’ responses are excluded from the calculation of the proportion of tenants who are satisfied overall. For avoidance of doubt, the calculated TSM (as displayed in line 9) is calculated for each tenant perception measure using the following formula:

$$\text{Line 3} + \text{Line 4} / \text{sum (Line 3} + \text{Line 4} + \text{Line 5} + \text{Line 6} + \text{Line 7)}$$
- ⚠ **Note:** Unweighted response numbers must be provided in whole numbers and weighted response numbers must be provided in a decimal format showing no more than 1 decimal place (e.g. Unweighted = 4; Weighted = 4.7).

Section 5 – TSMs reported for low cost home ownership accommodation (LCHO) stock

This section allows for the collection of the TSMs relating to LCHO dwelling stock and the information providing the context for these measures.

Q1 to Q5 – Complaints measures

This section captures your published TSMs CH01 and CH02 as well as key information relating to their calculation to aid their interpretation.

Stage one complaints

You must report the number of **stage one** complaints and the proportion of these you responded to within the Housing Ombudsman's Complaint Handling Code timescales as defined in TSM Technical Requirements.

For each TSM (CH01 and CH02) you will need to report the numerator and the denominator used in your calculation of the TSM. We will calculate the TSM from these data. The reported numerator and denominator should be those used in the calculation of the TSM as defined in the TSM Technical Requirements.

Please also report the number of stage one complaints made by tenants during the year that were responded to within the Housing Ombudsman's Complaint Handling Code timescales **WITHOUT** and **WITH** the use of extensions permitted in the code for complex complaints. We anticipate that this will be important contextual information in order to understand the basis of reported CH02 more fully. **Please note that these questions are mandatory in 2025.**

- ⚠ **Note:** While the TSM (CH01) relates to activity per 1,000 homes, you must report the number of dwelling units owned of the relevant housing stock at year end as the actual figure and not divide this by 1,000 (e.g. if you own 10,000 dwelling units you must report 10,000 and not 10).
- ⚠ **Note:** TSM Technical Requirements were updated to confirm how, from 1 April 2024, CH01 and CH02 must reflect the Housing Ombudsman Service's 2024 Complaints Handling Code. The TSM requirements confirm the Complaint Handling Code timescales that must be used for the purposes for calculating CH02, including where extensions are used for complex complaints, as permitted in the Code. These timescales – which must be followed when completing Q1 and Q2 - are summarised in the table below.

Example	Treatment in Q2
<p>A <u>stage one</u> complaint is:</p> <ul style="list-style-type: none"> acknowledged within 5 working days of being received, <u>and</u> 	<p>Within Code timescales <u>WITHOUT</u> use of the extensions permitted in the Code.</p>

<ul style="list-style-type: none"> responded to within 10 working days of the complaint being acknowledged. 	
<p>A <u>stage one</u> complaint is:</p> <ul style="list-style-type: none"> acknowledged within 5 working days of being received, <u>and</u> responded to between 10 and 20 working days of the complaint being acknowledged where, as per the Code, more time is needed, and the resident has been informed of the expected timescale in a manner consistent with the Code. 	<p>Within Code timescales <u>WITH</u> use of the extensions permitted in the Code.</p>
<p>A <u>stage one</u> complaint is:</p> <ul style="list-style-type: none"> acknowledged beyond 5 working days of being received, <u>or</u> responded to between 10 and 20 working days of the complaint being acknowledged but not in a manner consistent with the Code (for example the resident was not informed), <u>or</u> responded to beyond 20 working days of the complaint being acknowledged, whether or not there is a good reason and this has been explained to the tenant. 	<p><u>Outside Code timescales.</u></p>

Complaints TSM (stage one complaints) Q1. Please report the number of stage one complaints and the proportion of these you responded to within the Housing Ombudsman's Complaint Handling Code timescales as defined in TSM Technical Requirements.		Calculation (sum (numerator/ denominator) * 1000)	Numerator Number of stage one complaints made by tenants in the relevant stock type during the reporting year.	Denominator Number of dwelling units owned of the relevant stock type at year end.
CH01	Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes.	Calculated number	Number	Number
		Calculation (sum numerator/ denominator)	Numerator Number of stage one complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale.	Denominator Number of stage one complaints made by tenants in the relevant stock type during the reporting year.
CH02	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	Calculated %	Number	Number
Q2a. Out of the number of stage one complaints made by tenants during the reporting year, what number were responded to within Complaint Handling Code timescales – without the use of the 10 day extension for complex complaints permitted in the Code.			Number	

Q2b. Out of the number of stage one complaints made by tenants during the reporting year, what number were responded to within Complaint Handling Code timescales – with the use of the 10 day extension for complex complaints permitted in the Code.	Number
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Stage two complaints

You must report the number of **stage two** complaints and the proportion of these you responded to within the Housing Ombudsman's Complaint Handling Code timescales; providing the proportion and the numerator and denominator used in the calculation.

For each TSM (CH01 and CH02) you will need to report the numerator and the denominator used in your calculation of the TSM. We will calculate the TSM from these data. The reported numerator and denominator should be those used in the calculation of the TSM as defined in the TSM Technical Requirements.

Please also report the number of stage two complaints made by tenants during the year that were responded to within the Housing Ombudsman's Complaint Handling Code timescales **WITHOUT** and **WITH** the use of extensions permitted in the code for complex complaints. **Please note that these questions are now mandatory in 2025.**

- ⚠ **Note: While the TSM (CH01) relates to activity per 1,000 homes, you must report the number of dwelling units owned of the relevant housing stock at year end as the actual figure and not divide this by 1,000 (e.g. if you own 10,000 dwelling units you must report 10,000 and not 10).**
- ⚠ **Note: TSM Technical Requirements were updated to confirm how from 1 April 2024 CH01 and CH02 must reflect the Housing Ombudsman Service's 2024 Complaints Handling Code. The TSM requirements confirm the Complaint Handling Code timescales that must be used for the purposes for calculating CH02, including where extensions are used for complex complaints as permitted in the Code. These timescales – which must be followed when completing Q1 and Q2 - are summarised in the table below.**

Example	Treatment in Q4
A <u>stage two</u> complaint is: <ul style="list-style-type: none"> acknowledged within 5 working days of the escalation request being received, and responded to within 20 working days of the escalation request being acknowledged. 	Within Code timescales WITHOUT use of the extensions permitted in the Code.
A <u>stage two</u> complaint is:	Within Code timescales WITH use of the extensions permitted in the Code.

<ul style="list-style-type: none"> • acknowledged within 5 working days of the escalation request being received, <u>and</u> • responded to between 20 and 40 working days of the escalation request being acknowledged where, as per the Code, more time is needed, and the resident has been informed of the expected timescale in a manner consistent with the Code. 	
<p>A <u>stage two</u> complaint is:</p> <ul style="list-style-type: none"> • acknowledged beyond 5 working days of the escalation request being received, <u>or</u> • responded to between 20 and 40 working days of the escalation request being acknowledged but not in a manner consistent with the Code (for example the resident was not informed), <u>or</u> • responded to beyond 40 working days of the escalation request being acknowledged, whether or not there is a good reason and this has been explained to the tenant. 	<p><u>Outside Code timescales.</u></p>

Complaints TSM (stage two complaints) Q3. Please report the number of stage two complaints and the proportion of these you responded to within the Housing Ombudsman's Complaint Handling Code timescales as defined in TSM Technical Requirements.		Calculation (sum (numerator/ denominator) * 1000)	Numerator Number of stage two complaints made by tenants in the relevant stock type during the reporting year.	Denominator Number of dwelling units owned of the relevant stock type at year end.
CH01	Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes.	Calculated number	Number	Number
		Calculation (sum numerator/ denominator)	Numerator Number of stage two complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale.	Denominator Number of stage two complaints made by tenants in the relevant stock type during the reporting year.
CH02	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	Calculated %	Number	Number
Q4a. Out of the number of stage two complaints made by tenants during the reporting year, what number were responded to within Complaint Handling Code timescales – without the use of the 20 day extension for complex complaints permitted in the Code.			Number	
Q4b. Out of the number of stage two complaints made by tenants during the reporting year, what number were responded to within Complaint Handling Code timescales – with the use of the 20 day extension for complex complaints permitted in the Code.			Number	

Q5 – Tenant perception measures

Tenant perception measures are all calculated using responses gained through surveying tenants.

! Note: You must follow the TSM Tenant Survey Requirements in generating the survey responses used to calculate these TSMs.

For each tenant perception measure (TP01-TP12) you must report the number of survey responses used to calculate it as defined in TSM Technical Requirements.

! Note: Your reporting must be the number of survey responses and not the proportion of responses.

For TP02, TP03, TP09 and TP10 you must report the number of respondents who responded 'Yes' and the number of respondents who responded 'No' to the filter question relevant to that perception measure.

The 'no valid response' line is automatically calculated to give the number of total survey respondents (that answered at least one tenant perception survey question) that did not provide a response that could be included in any of the survey response options presented for each tenant perception measure.

For questions with no filter question, this is calculated using the following formula:

Section 1a Q12 Line 7 - (Line 3 + Line 4 + Line 5 + Line 6 + Line 7 + Line 8)

For questions with a filter question, this is calculated using the following formula:

Line 1 - (Line 3 + Line 4 + Line 5 + Line 6 + Line 7 + Line 8)

! Note: The responses in the table below must be weighted if you have used weighting to calculate the published TSMs (as confirmed in section 1 Q14).

		TP01	TP02	TP03	TP04	TP05	TP06
Line	Q5. For each tenant perception measure (TP01 and TP05 – TP12) you must report the number of survey responses used to calculate it as defined in TSM Technical Requirements.	Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?	Not applicable to LCHO stock	Not applicable to LCHO stock	Not applicable to LCHO stock	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?	How satisfied or dissatisfied are you that [your landlord] listens to your views and acts upon them?
1	Number of respondents who responded 'Yes' to the filter question relevant to the perception measure.						
2	Number of respondents who responded 'No' to the filter question relevant to the perception measure.						
3	Very satisfied						
4	Fairly satisfied						
5	Neither satisfied nor dissatisfied						
6	Fairly dissatisfied						
7	Very dissatisfied						
8	Not applicable/ don't know						
9	No valid response						
10	Calculated TSM: Proportion of respondents who report that they are satisfied						

Line	Q5. For each tenant perception measure (TP01 and TP05 – TP12) you must report the number of survey responses used to calculate it as defined in TSM Technical Requirements.	TP07	TP08	TP09	TP10	TP11	TP12
		How satisfied or dissatisfied are you that [your landlord] keeps you informed about things that matter to you?	To what extent do you agree or disagree with the following “[my landlord] treats me fairly and with respect”?	How satisfied or dissatisfied are you with [your landlord]’s approach to complaints handling?	How satisfied or dissatisfied are you that [your landlord] keeps these communal areas clean and well maintained?	How satisfied or dissatisfied are you that [your landlord] makes a positive contribution to your neighbourhood?	How satisfied or dissatisfied are you with [your landlord]’s approach to handling anti-social behaviour?
1	Number of respondents who responded ‘Yes’ to the filter question relevant to the perception measure.						
2	Number of respondents who responded ‘No’ to the filter question relevant to the perception measure.						
3	Very satisfied (or Strongly agree for TP08)						
4	Fairly satisfied (or Agree for TP08)						
5	Neither satisfied nor dissatisfied (or Neither agree nor disagree for TP08)						
6	Fairly dissatisfied (or Disagree for TP08)						
7	Very dissatisfied (or Strongly disagree for TP08)						
8	Not applicable/ don’t know						
9	No valid response						
10	Calculated TSM: Proportion of respondents who report that they are satisfied (or that they agree TP08)						

- !** **Note:** If weighting has been used to achieve representativeness, you must report weighted responses in this table (and supply contextual information on the scope and impact of this weighting in section 1 section d). If weighting has not been used, then unweighted responses must be reported in this table.
- !** **Note:** The option ‘Not applicable/ don’t know’ is only a specified response to TP05, TP06, TP07, TP08, TP11 and TP12.
- !** **Note:** As per the TSM Technical Requirements (see page 10 to page 21), all ‘not applicable/don’t know’ responses are excluded from the calculation of the proportion of tenants who are satisfied overall. For avoidance of doubt, the calculated TSM (as displayed in line 9) is calculated for each tenant perception measure using the following formula:

$$\text{Line 3} + \text{Line 4} / \text{sum (Line 3} + \text{Line 4} + \text{Line 5} + \text{Line 6} + \text{Line 7)}$$
- !** **Note:** Unweighted response numbers must be provided in whole numbers and weighted response numbers must be provided in a decimal format showing no more than 1 decimal place (e.g. Unweighted = 4; Weighted = 4.7).

Section 6 – TSMs reported on a combined stock basis (LCRA and LCHO combined)

This section allows for the collection of the TSMs relating to a combined LCRA and LCHO dwelling stock basis and the information providing the context for these measures.

Q1 to Q5 – Complaints measures

You must report the number of **stage one** complaints and the proportion of these you responded to within the Housing Ombudsman's Complaint Handling Code timescales as defined in TSM Technical Requirements.

For each TSM (CH01 and CH02) you will need to report the numerator and the denominator used in your calculation of the TSM. We will calculate the TSM from these data. The reported numerator and denominator should be those used in the calculation of the TSM as defined in the TSM Technical Requirements.

Please also report the number of stage one complaints made by tenants during the year that were responded to within the Housing Ombudsman's Complaint Handling Code timescales **WITHOUT** and **WITH** the use of extensions permitted in the code for complex complaints. We anticipate that this will be important contextual information in order to understand the basis of reported CH02 more fully. **Please note that these questions are mandatory in 2025.**

- ⚠ **Note:** While the TSM (CH01) relates to activity per 1,000 homes, you must report the number of dwelling units owned of the relevant housing stock at year end as the actual figure and not divide this by 1,000 (e.g. if you own 10,000 dwelling units you must report 10,000 and not 10).
- ⚠ **Note:** TSM Technical Requirements were updated to confirm how, from 1 April 2024, CH01 and CH02 must reflect the Housing Ombudsman Service's 2024 Complaints Handling Code. The TSM requirements confirm the Complaint Handling Code timescales that must be used for the purposes for calculating CH02, including where extensions are used for complex complaints, as permitted in the Code. These timescales – which must be followed when completing Q1 and Q2 - are summarised in the table below.

Example	Treatment in Q2
<p>A <u>stage one</u> complaint is:</p> <ul style="list-style-type: none"> acknowledged within 5 working days of being received, <u>and</u> responded to within 10 working days of the complaint being acknowledged. 	<p>Within Code timescales <u>WITHOUT</u> use of the extensions permitted in the Code.</p>

<p>A <u>stage one</u> complaint is:</p> <ul style="list-style-type: none"> • acknowledged within 5 working days of being received, <u>and</u> • responded to between 10 and 20 working days of the complaint being acknowledged where, as per the Code, more time is needed, and the resident has been informed of the expected timescale in a manner consistent with the Code. 	<p>Within Code timescales <u>WITH</u> use of the extensions permitted in the Code.</p>
<p>A <u>stage one</u> complaint is:</p> <ul style="list-style-type: none"> • acknowledged beyond 5 working days of being received, <u>or</u> • responded to between 10 and 20 working days of the complaint being acknowledged but not in a manner consistent with the Code (for example the resident was not informed), <u>or</u> • responded to beyond 20 working days of the complaint being acknowledged, whether or not there is a good reason and this has been explained to the tenant. 	<p><u>Outside Code timescales.</u></p>

Complaints TSM (stage one complaints) Q1. Please report the number of stage one complaints and the proportion of these you responded to within the Housing Ombudsman's Complaint Handling Code timescales as defined in TSM Technical Requirements.		Calculation (sum (numerator/denominator) * 1000)	Numerator Number of stage one complaints made by tenants in the relevant stock type during the reporting year.	Denominator Number of dwelling units owned of the relevant stock type at year end.
CH01	Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes.	Calculated number	Number	Number
		Calculation (sum numerator/denominator)	Numerator Number of stage one complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale.	Denominator Number of stage one complaints made by tenants in the relevant stock type during the reporting year.
CH02	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	Calculated %	Number	Number
Q2a. Out of the number of stage two complaints made by tenants during the reporting year, what number were responded to within Complaint Handling Code timescales – without the use of the 10 day extension for complex complaints permitted in the Code.		Number		
Q2b. Out of the number of stage two complaints made by tenants during the reporting year, what number were responded to within Complaint Handling Code timescales – with the use of the 10 day extension for complex complaints permitted in the Code.		Number		

Stage two complaints

You must report the number of **stage two** complaints and the proportion of these you responded to within the Housing Ombudsman's Complaint Handling Code timescales; providing the proportion and the numerator and denominator used in the calculation.

For each TSM (CH01 and CH02) you will need to report the numerator and the denominator used in your calculation of the TSM. We will calculate the TSM from these data. The reported numerator and denominator should be those used in the calculation of the TSM as defined in the TSM Technical Requirements.

Please also report the number of stage two complaints made by tenants during the year that were responded to within the Housing Ombudsman's Complaint Handling Code timescales **WITHOUT** and **WITH** the use of extensions permitted in the code for complex complaints. **Please note that these questions are now mandatory in 2025.**

- ⚠ **Note: While the TSM (CH01) relates to activity per 1,000 homes, you must report the number of dwelling units owned of the relevant housing stock at year end as the actual figure and not divide this by 1,000 (e.g. if you own 10,000 dwelling units you must report 10,000 and not 10).**
- ⚠ **Note: TSM Technical Requirements were updated to confirm how from 1 April 2024 CH01 and CH02 must reflect the Housing Ombudsman Service's 2024 Complaints Handling Code. The TSM requirements confirm the Complaint Handling Code timescales that must be used for the purposes for calculating CH02, including where extensions are used for complex complaints as permitted in the Code. These timescales – which must be followed when completing Q1 and Q2 - are summarised in the table below.**

Example	Treatment in Q4
<p>A <u>stage two</u> complaint is:</p> <ul style="list-style-type: none"> acknowledged within 5 working days of the escalation request being received, and responded to within 20 working days of the escalation request being acknowledged. 	<p>Within Code timescales WITHOUT use of the extensions permitted in the Code.</p>
<p>A <u>stage two</u> complaint is:</p> <ul style="list-style-type: none"> acknowledged within 5 working days of the escalation request being received, and responded to between 20 and 40 working days of the escalation request being acknowledged where, as per the Code, more 	<p>Within Code timescales WITH use of the extensions permitted in the Code.</p>

<p>time is needed, and the resident has been informed of the expected timescale in a manner consistent with the Code.</p>	
<p>A <u>stage two</u> complaint is:</p> <ul style="list-style-type: none"> • acknowledged beyond 5 working days of the escalation request being received, <u>or</u> • responded to between 20 and 40 working days of the escalation request being acknowledged but not in a manner consistent with the Code (for example the resident was not informed), <u>or</u> • responded to beyond 40 working days of the escalation request being acknowledged, whether or not there is a good reason and this has been explained to the tenant. 	<p><u>Outside Code timescales.</u></p>

Complaints TSM (stage two complaints) Q3. Please report the number of stage two complaints and the proportion of these you responded to within the Housing Ombudsman's Complaint Handling Code timescales as defined in TSM Technical Requirements.		Calculation (sum (numerator/ denominator) * 1000)	Numerator Number of stage two complaints made by tenants in the relevant stock type during the reporting year.	Denominator Number of dwelling units owned of the relevant stock type at year end.
CH01	Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes.	Calculated number	Number	Number
		Calculation (sum numerator/ denominator)	Numerator Number of stage two complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale.	Denominator Number of stage two complaints made by tenants in the relevant stock type during the reporting year.
CH02	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	Calculated %	Number	Number
Q4a. Out of the number of stage two complaints made by tenants during the reporting year, what number were responded to within Complaint Handling Code timescales – without the use of the 20 day extension for complex complaints permitted in the Code.			Number	
Q4b. Out of the number of stage two complaints made by tenants during the reporting year, what number were responded to within Complaint Handling Code timescales – with the use of the 20 day extension for complex complaints permitted in the Code.			Number	

Q6 - Tenant perception measures

Tenant perception measures are all calculated using responses gained through surveying tenants.

! Note: You must follow the TSM Tenant Survey Requirements in generating the survey responses used to calculate these TSMs.

For each tenant perception measure (TP01-TP12) you must report the number of survey responses used to calculate it as defined in TSM Technical Requirements.

! Note: Your reporting must be the number of survey responses and not the proportion of responses.

For TP02, TP03, TP09 and TP10 you must report the number of respondents who responded 'Yes' and the number of respondents who responded 'No' to the filter question relevant to that perception measure.

The 'no valid response' line is automatically calculated to give the number of total survey respondents (that answered at least one tenant perception survey question) that did not provide a response that could be included in any of the survey response options presented for each tenant perception measure.

For questions with no filter question, this is calculated using the following formula:

Section 1a Q12 Line 7 - (Line 3 + Line 4 + Line 5 + Line 6 + Line 7 + Line 8)

For questions with a filter question, this is calculated using the following formula:

Line 1 - (Line 3 + Line 4 + Line 5 + Line 6 + Line 7 + Line 8)

! Note: The responses in the table below must be weighted if you have used weighting to calculate the published TSMs (as confirmed in section 1 Q14).

			LCRA ONLY	LCRA ONLY	LCRA ONLY		
		TP01	TP02	TP03	TP04	TP05	TP06
Line	Q6. For each tenant perception measure (TP01-TP12) you must report the number of survey responses used to calculate it as defined in TSM Technical Requirements.	Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?	How satisfied or dissatisfied are you with the overall repairs service from [your landlord] over the last 12 months?	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	How satisfied or dissatisfied are you that [your landlord] provides a home that is well maintained?	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?	How satisfied or dissatisfied are you that [your landlord] listens to your views and acts upon them?
1	Number of respondents who responded 'Yes' to the filter question relevant to the perception measure.						
2	Number of respondents who responded 'No' to the filter question relevant to the perception measure.						
3	Very satisfied						
4	Fairly satisfied						
5	Neither satisfied nor dissatisfied						
6	Fairly dissatisfied						
7	Very dissatisfied						
8	Not applicable/ don't know						
9	No valid response						
10	Calculated TSM: Proportion of respondents who report that they are satisfied						

		TP07	TP08	TP09	TP10	TP11	TP12
Line	Q6. For each tenant perception measure (TP01-TP12) you must report the number of survey responses used to calculate it as defined in TSM Technical Requirements.	How satisfied or dissatisfied are you that [your landlord] keeps you informed about things that matter to you?	To what extent do you agree or disagree with the following “[my landlord] treats me fairly and with respect”?	How satisfied or dissatisfied are you with [your landlord]’s approach to complaints handling?	How satisfied or dissatisfied are you that [your landlord] keeps these communal areas clean and well maintained?	How satisfied or dissatisfied are you that [your landlord] makes a positive contribution to your neighbourhood?	How satisfied or dissatisfied are you with [your landlord]’s approach to handling anti-social behaviour?
1	Number of respondents who responded ‘Yes’ to the filter question relevant to the perception measure.						
2	Number of respondents who responded ‘No’ to the filter question relevant to the perception measure.						
3	Very satisfied (or Strongly agree for TP08)						
4	Fairly satisfied (or Agree for TP08)						
5	Neither satisfied nor dissatisfied (or Neither agree nor disagree for TP08)						
6	Fairly dissatisfied (or Disagree for TP08)						
7	Very dissatisfied (or Strongly disagree for TP08)						
8	Not applicable/ don’t know						
9	No valid response						
10	Calculated TSM: Proportion of respondents who report that they are satisfied (or that they agree TP08)						

- !** **Note:** If weighting has been used to achieve representativeness, you must report weighted responses in this table (and supply contextual information on the scope and impact of this weighting in section 1 section d). If weighting has not been used, then unweighted responses must be reported in this table.
- !** **Note:** The option ‘Not applicable/ don’t know’ is only a specified response to TP05, TP06, TP07, TP08, TP11 and TP12.
- !** **Note:** As per the TSM Technical Requirements (see page 10 to page 21), all ‘not applicable/don’t know’ responses are excluded from the calculation of the proportion of tenants who are satisfied overall. For avoidance of doubt, the calculated TSM (as displayed in line 9) is calculated for each tenant perception measure using the following formula:

$$\text{Line 3} + \text{Line 4} / \text{sum (Line 3} + \text{Line 4} + \text{Line 5} + \text{Line 6} + \text{Line 7)}$$
- !** **Note:** Unweighted response numbers must be provided in whole numbers and weighted response numbers must be provided in a decimal format showing no more than 1 decimal place (e.g. Unweighted = 4; Weighted = 4.7).

Submission process

Once you have finished filling in the return and have resolved any outstanding data validation issues, you can begin the submission process by clicking the “Submit” button on the parts list page.

The submission process will confirm that there are no validation issues outstanding, and you can begin the survey declaration process by clicking “Continue to Declarations”.

All hard validation issues have been resolved or approved. You can now continue to declarations to complete the submission of your return.

Validation issues: ● Hard ● Soft

[Return to Survey](#) [Export](#) [Continue to Declarations](#)

[Expand All](#) [Collapse All](#)

Survey contact details

This screen captures key contact information for the staff member responsible for the return.

Survey Contact Details

Please provide the name and contact details for this survey.

Name

Email

Phone

[Back to Validations](#) [Confirm](#)

Record the name of the person responsible for the submission of the data return. The person listed will be the first contact point should we have any queries about the contents of the submission.



Note: The information submitted here will be used in the querying of TSM Returns. For more information on the use of data, please refer to the privacy policy on the NROSH+ website.

Once “Confirm” is clicked, you will progress to the next declaration screen.

Registered details

Depending on which data return you are trying to submit, at this stage you may also be required to check the registered name and address for your organisation. This is likely to be your primary administrative centre and should be the address that is registered with the regulator.

If visible, these details will be pre-populated on-screen by the NROSH+ system but cannot be edited or overwritten.

If your organisation has changed its name or registered address from what is pre-populated, please contact the RRE team (see Help and Support above) to notify us of the change via the formal process outlined in the guidance:

<https://www.gov.uk/government/publications/restructures-and-constitutional-changes>

Once you have selected an option, you can click “Continue” to move to the next declaration screen.

Don’t worry if this section isn’t visible when you come to submit your survey, you will automatically move on to the next step, which is to confirm the organisational contact details.

Organisational contact details

This screen requires you to check or enter the key organisational contact details for your registered provider.

If known, these details will be pre-populated on-screen from our records by the NROSH+ system but you can be edit/update these if needed.

You will need to complete the declaration at the bottom of the page to confirm you have checked the details, and then click “Confirm”.

☒ I confirm I have checked all contact details provided above and these are correct at the point of survey submissions

☐ I confirm all contacts above are correct

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[Confirm](#)

Don’t worry if this section isn’t visible when you come to submit your survey, you will automatically move on to the next step, which is to confirm the organisational contact details.

Declarations

Declarations

Please complete the disclosure statement below. If this submission is successful, you will no longer be able to change any data.

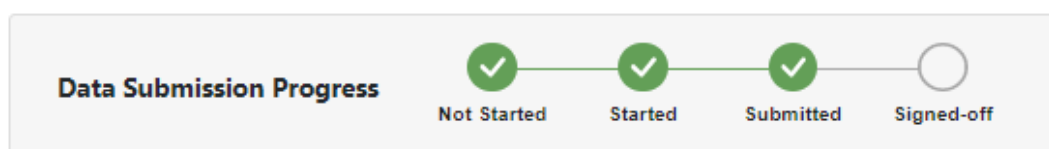
☐ For and on behalf of the Registered Provider, I certify that:

- I am aware that it is a regulatory requirement to provide this information;
- The information provided in this return is an accurate representation of the affairs of this Registered Provider;
- I am aware that in addition to providing the information in this return, and completing other data and financial returns as directed by the regulator, the Registered Provider also has a regulatory requirement to provide an annual report on any losses from activity which is or may be established to be fraudulent, and to engage in timely communication with the regulator on significant issues that relate to compliance with the standards.

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The final screen in this process requires you agree to the disclosure statements using the tick boxes. Once completed, you will be able to click “Submit” to submit your return.

Once submitted, you will see the status of your TSM Return update to show ‘Submitted’ on the parts list page.



Change history

Version 1.0	March 2025
	Initial release.



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The Regulator of Social Housing regulates registered providers of social housing to promote a viable, efficient and well-governed social housing sector able to deliver and maintain homes of appropriate quality that meet a range of needs.