



Bristol City Council

Tenant Satisfaction Measures. Summary of Approach 2024 to 2025



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Introduction



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

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

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

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

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

Summary of Achieved Sample and Sample Method



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

In 2024/25, Bristol City Council completed TSM surveys with a sample of residents. The sample size was chosen to ensure that the level of statistical accuracy set out by the Regulator of Social Housing was met. Bristol City Council must ensure that they survey enough residents to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 2%.

During 2024/25, Bristol City Council completed 2,230 TSM surveys. Bristol City Council have 25,399 properties which means that a statistical accuracy level of +/- 2.0% was achieved, which is a greater level of accuracy than required.

No tenant was removed from the sample frame.



Timing of Survey



Bristol City Council carried out a total of 2,230 surveys between 25/05/2024 and 20/02/2025.

Collection Method(s)



The TSM Surveys were completed via telephone, with the option for an online link to be sent to the resident. The rationale for using this approach is:

- ✓ **Accessibility and Inclusivity:** Ensuring accessibility for all tenants, which aligns with our goal of reaching a broad and representative sample.
- ✓ **Engagement and Data Quality:** Telephone surveys tend to produce greater levels of satisfaction than online surveys due to the personal element of telephone surveys. Additionally, tenants are more likely to express their concerns to a person, feeling that their issues will be acknowledged and addressed.
- ✓ **Response Rates:** Continuing to include a telephone aspect also allows RB Greenwich to be reactive to flags and alerts, which improves customer recovery.
- ✓ **Reliability and Consistency:** Maintaining consistency with previous years' methodologies allows for more reliable trend analysis. It also enables richer information to be gathered.
- ✓ **Independence:** Using Acuity, an independent market research agency, means that participants are free from influence from the rest of the organisation.

Reporting on Tenant Satisfaction Measures

Bristol City Council recognises the value of regularly reviewing the feedback received from residents, the outcomes and key themes are regularly shared with decision makers to ensure that resident voice is influencing changes to how we deliver our service.

Publishing Tenant Satisfaction Measures

In April, TSM results are gathered and analysed. The results are extracted in preparation for the council's Annual Report to Tenants. The data is validated by nominated service leads and once approved, a report is taken through our governance framework for assurance purposes.

The annual report to tenants is published on the council website by 1 October 2024 and shared widely with residents in an accessible format via the autumn/winter edition of Housing News in email, text message links.

Sample Method



A sampled approach was used in this survey due to a large population. Additionally, due to a large sample size, incentives were not used. Quotas were used in this survey to provide tenants to take part in the survey that can accurately represent the whole population. These quotas were set on tenure (needs), estate area and age group. The survey is carefully scripted to ensure a professional and consistent process. The survey is carefully scripted to ensure a professional and consistent process.

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

Representativeness



Representative checks were carried out to ensure that the survey was representative of the tenant population as a whole. The characteristics by which representativeness was determined were:

Tenure (needs), age group, length of tenancy, estate area, estates patch, ward, property type, ethnicity, disability, gender and religion.

Tenure	Population	Sample
General Needs	97%	97%
Supported Housing	3%	3%

Age Group	Population	Sample
16-24	2%	2%
25-34	11%	11%
35-44	20%	20%
45-54	21%	21%
55-64	22%	22%
65-74	14%	14%
75-84	7%	8%
85+	3%	2%
Unknown	0%	1%

Estate Area	Population	Sample
Estates Central East	14%	14%
Estates Central West	15%	15%
Estates North East	14%	14%
Estates North West	17%	17%
Estates South East	21%	21%
Estates South West	20%	20%
Not Assigned	0%	0%



Property Type	Population	Sample
Detached	1%	2%
End Terrace	8%	9%
House Type Flat	17%	16%
Multi Storey Flat	16%	15%
Other	0%	0%
Semi Detached	21%	21%
Terrace	16%	16%
Walk Up Flat	22%	20%

Questionnaire and introductory text



We need to either add the cover letter / introductory text and questionnaire as screenshots as shown in this example:

Label	Question text	Rating scale
Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Bristol City Council Housing & Landlord Services?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Well Maintained Home	How satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Safe Home	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
QualityofHome	How satisfied or dissatisfied are you with the overall quality of your home?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Communal Areas?	Do you live in a building with communal areas, either inside or outside, that Bristol City Council Housing & Landlord Services is responsible for maintaining?	Yes, No, Don't know
Communal Area Satisfaction	How satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
HomeorCommunalSafeWellMaintainedComments	If you do not feel that your home (and / or communal areas) are safe and/or well maintained, please can you explain why and suggest what could be improved?	Free text
Repairs in Last 12 Months	Has Acis carried out a repair to your home in the last 12 months?	Yes, No
Repairs Last 12 Months Satisfaction	How satisfied or dissatisfied are you with the overall repairs service from Bristol City Council Housing & Landlord Services over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied



Time Taken Repairs	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Listens and Acts	How satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services listens to your views and acts upon them?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Keeps you Informed	How satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services keeps you informed about things that matter to you?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Fairly and with Respect	To what extent do you agree or disagree with the following "Bristol City Council Housing & Landlord Services treats me fairly and with respect"?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
EasytoContact	How satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services are easy to contact?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
KeepPromises	How satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services staff keep their promises and commitments?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Contribution To Neighbourhood	How satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Approach to ASB	How satisfied or dissatisfied are you with Bristol City Council Housing & Landlord Services's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Ever ASB	Have you ever reported a case of anti social behaviour to Bristol City Council Housing & Landlord Services?	Yes, No
Local Visibility	How satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services is visible within your local area?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Complaints in Last 12 Months	Have you made a complaint to Bristol City Council Housing & Landlord Services in the last 12 months?	Yes, No



Complaints Handling	How satisfied or dissatisfied are you with Bristol City Council Housing & Landlord Services' approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Damp	Do you currently have damp or mould in your property?	Yes, No
Reported Damp	And if yes, have you reported it to Bristol City Council Housing & Landlord Services?	Yes, No
Report Damp	Would you like us to tell your landlord?	Yes, No
CostLiving1	Are you struggling with the cost of living?	Yes a lot, Yes a little, Somewhat, No not much, Not at all
Getting Involved	Are you interested in getting involved at Bristol City Council Housing & Landlord Services? If you are interested, we will pass your details on	Yes, No
Permission 1	The results of this survey are confidential. However, would you be happy for us to give your responses to Bristol City Council Housing & Landlord Services with your name attached so that they have better information to help them improve services?	Yes, No
Permission 2	Would you be happy for Bristol City Council Housing & Landlord Services to contact you to follow up any of the comments or issues you have raised?	Yes, No