

**Mid-year Tenant Satisfaction
Measures data collection
(English members only)**

Information pack

Housemark

About the data collection

TSMs represent the biggest change to English social housing regulation for more than decade – with landlords being required to report standardised satisfaction and management figures for the year to March 2024.

To provide additional support to Housemark members, as we approach the mid-point (end of September 2023) of the first full financial year of regulatory TSM data collection, we're inviting English registered providers to take part in a data collection exercise, covering all 22 TSMs.

Data collection is based on the RSH's TSM Provisional Guidance, covering the period from 1 April to 30 September 2023.

Data collection will open on 2 October and close on 16 October 2023.

The main report will be shared w/c 6 November. Participants will also receive a bespoke report later in November.

If you're interested in participating, please sign up by contacting us at data@housemark.co.uk.

Why take part?

- TSMs are now officially part of the regulatory landscape for all registered providers.
- Find out what is normal at mid-point of the first year of reporting, where you stand and where improvements could be made.
- Gain access to a hot-off-the press mid-year TSM report, showing national quartiles for all 22 TSMs.
- See Housemark experts' trend analysis referencing Monthly Pulse and Annual Performance data.
- Receive an additional bespoke report comparing your organisation's results – exclusive to participants.

If you're interested in participating, please sign up by emailing data@housemark.co.uk.

Let's work together

As the leading data and insight company for the UK housing sector, Housemark can help social landlords with gathering TSMs and meeting the demands of emerging regulation. Our team of data experts can support you with:

- Technical information
- Service improvement
- Best practice
- Compliance guidance and
- Documentation advice

If you'd like to chat about where your organisation is at in terms of the new Tenant Satisfaction Measures, or need Housemark's help with your data strategy or future reporting, please [contact us](#).

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