

Tenant Satisfaction Measures - Perception Survey 2024/25.

Statement on variation from specified methodology.

The Regulator of Social Housing has contacted the Council to highlight that the methodology used in the perception survey for the Tenant Satisfaction Measures in 2024/25 did not fully adhere to the Technical Requirements of the TSMs.

Cannock Chase Council's perception survey was worded in a way that is different from the [TSM Tenant Survey Requirements](#), reducing its comparability to other landlords. The order of the questions asked did not fully follow the prescribed requirements of paragraph 15.

15. The question to generate overall satisfaction (TP01) must appear as the first question in any perception survey questionnaire used to generate TSMs. The question on satisfaction with repairs (TP02) must appear before the question on timeliness of repairs (TP03). Questions to generate the other TSMs must precede any other question(s) that a provider chooses to include on the same topic. This means that the questions to generate TSMs (TP01 - TP12) may appear together at the start of a survey or separately at the start of relevant sections with related questions. For example, if the survey includes a section with several questions on repairs, the TSM questions on repairs (TP02 - TP03) must appear before any other questions on repairs – either at the start of this specific section or at the start of the survey. Beyond these requirements, there is no prescribed order for the questions.

Unfortunately, under the Repairs section in our questionnaire we did not ask the lead Repairs question TP02 (and then TP03), before we asked TP04. This may have led tenants to answer questions TP02 and TP03 differently than if these questions were asked first. As a result, the Regulator will exclude our data from their year-end TSM publication.

We apologise for this oversight and will ensure that the question order follows the prescribed requirements in 2025/26 to allow full comparability with other landlords and for tenants to better hold us to account.

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