



Havering

LONDON BOROUGH

Regulator of Social Housing

The Regulator of Social Housing regulates all registered providers of social housing.

Tenant Satisfaction Measures (TSMs)

The London Borough of Havering is a registered provider of social housing and, as part of our regulatory responsibilities, we report annually on Tenant Satisfaction Measures (TSMs).

These measures are set out by the Regulator of Social Housing and help tenants, and the public understand how well we are performing. They cover key areas such as repairs, building safety, complaints, and resident engagement.

Management Information measures (MIs)

There are 10 Management Information Measures, covering four key service areas. These are based on data we collect as the London Borough of Havering, using our internal housing systems. They help us demonstrate how well we are delivering our core services such as repairs, safety compliance, complaints handling, and neighbourhood management.

Tenant satisfaction survey 2025/26

To gather tenant feedback, we carried out a perception survey between 2nd June and 16th June 2025. Housemark and Service Insights Ltd using email and/or text with a link to a survey sent to a representative sample of tenants living in general needs and sheltered housing independently carried out the survey.

Summary of approach

We have followed the Regulator's requirements for measuring Tenant Satisfaction Measures (TSMs). Over the past year, we surveyed our tenants and gathered management data to ensure our reported figures are accurate and compliant.

The information below explains how we collected and measured tenant satisfaction during 2025/26.

Our performance

Our performance is organised into themes set by the Regulator of Social Housing. These themes help ensure consistent and transparent reporting across all social landlords.

We report on two types of measures:

- Management TSMs – based on operational data from our housing services
- Survey TSMs – based on feedback from tenants through annual surveys

The tables below show how we performed across two years:

Overall tenant satisfaction (TP01)

70.8% of tenants surveyed said they were satisfied with the overall service provided by the London Borough of Harrow as their landlord.

Keeping homes in good repair

Indicator	2023/24 result	2024/25 result	2025/26 result
Homes that do not meet the Decent Homes Standard (RP01)	6.90%	2.80%	2.81%
Emergency repairs completed within target timescale (RP02a)	96.20%	93.90%	96.80%
Non-emergency repairs completed within target timescale (RP02b)	88.90%	97.20%	98.50%
Satisfaction with overall repairs service (TP02)	63.00%	64.20%	74.70%
Satisfaction with the time taken to complete the most recent repair (TP03)	62.00%	63.10%	72.80%
Satisfaction that the home is well maintained (TP04)	59.00%	66.20%	73.80%

Please note: The repairs TSM figures for 2025/26 reflect the combined performance of two appointed contractors over the reporting year.

Maintaining building safety

Indicator	2023/24 result	2024/25 result	2025/26 result
Gas safety checks (BS01)	99.90%	99.80%	100%
Fire safety checks (BS02)	98.80%	100%	100%
Asbestos safety checks (BS03)	100%	100%	99.8%
Water safety checks (BS04)	90.70%	99.70%	100%
Lift safety checks (BS05)	77.30%	100%	100%
Satisfaction that the home is safe (TP05)	66%	65.20%	79.10%

Respectful and helpful engagement

Indicator	2023/24 result	2024/25 result	2025/26 result
Satisfaction that the landlord listens to tenant views and acts upon them (TP06)	52%	41.40%	60.00%
Satisfaction that the landlord keeps tenants informed (TP07)	64%	62.40%	71.4%
Agreement that the landlord treats tenants fairly and with respect (TP08)	68%	59.60%	80.6%

Effective handling of complaints

Indicator	2023/24 result	2024/25 result	2025/26 result
Complaints relative to the size of the landlord (CH01)	60.71	88.3	73.2
Stage 1 complaints (CH01)	51.95	78.5	86.5
Stage 2 complaints (CH02)	8.76	10.1	20.4
Stage 1 response within timescale (CH01)	79.50%	58.40%	86.50%
Stage 2 response within timescale (CH02)	88.10%	40.80%	81.90%
Satisfaction with the landlord's approach to handling complaints (TP09)	19%	28.30%	28.90%

Responsible neighbourhood management

Indicator	2023/24 result	2024/25 result	2025/26 result
ASB cases relative to landlord size (NM01a)	32.13	29.6	43.8
ASB cases reported as hate incidents (NM01b)	3.13	2.1	0.9
Satisfaction that the landlord keeps communal areas clean and well maintained (TP010)	60%	56.60%	73.00%
Satisfaction that the landlord makes a positive contribution to neighbourhoods (TP011)	57%	55.60%	67.20%
Satisfaction with the landlord's approach to handling anti-social behaviour (TP012)	53%	51.00%	55.90%

Repairs and complaints standards

Repairs timescales

- Emergency repairs: Completed within 24 hours.
- Non-emergency repairs: Completed within 3 working days to 28 working days depending on urgency.

Where extensions are necessary due to complexity or exceptional circumstances, residents will be kept informed with a revised response date.

Complaints timescales

In line with the Housing Ombudsman's Complaint Handling Code:

- Stage 1: Response within 15 working days
- Stage 2: Response within 20 working days

Where extensions are necessary due to complexity or exceptional circumstances, residents will be kept informed with a revised response date.

2025 Housing satisfaction survey results

The 2025 Housing satisfaction survey was done in June 2025.

- 600 responses were received from tenants. [View the tenant's survey results.](#)

Responses helped improve our services over the year.