



BRISTOL CITY COUNCIL

Tenant Satisfaction Measures – Summary of Approach 2025/26





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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 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 & 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 2025/26, 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 2025/26, Bristol City Council completed 2306 TSM surveys. Bristol City Council have 26426 properties which means that a statistical accuracy level of +/- ±2.4% was achieved.

No tenant was removed from the sample frame.

There are no incentives to be used for this survey.



Timing of Survey

Bristol City Council carried out a total of 2456 surveys with 2306 being fully completed telephone surveys and 150 partially completed surveys between 15/05/2025 and 05/03/2026.

Publication of Survey Results

Bristol City Council will publish the TSM questionnaire, summary of approach, TSM results on [Our performance: council housing](#) by the 1st of October 2026.

Collection Method(s)



The TSM Surveys were completed via telephone methodology. 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:** Direct interaction over the phone tends to enhance engagement, allowing participants to ask clarifying questions and leading to more accurate and detailed responses. This is particularly valuable for nuanced satisfaction metrics.
- **Response Rates:** Historically, telephone surveys have yielded higher response rates than other methods within this tenant demographic, maximising the robustness of our data and ensuring the results truly reflect the tenant base. Using a telephone interaction allows Bristol City Council 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.

Sample Method

A sample approach was used for Bristol City Council's fieldwork. Acuity contacted a random selection of current tenants in a telephone survey based on quotas. All respondents had the opportunity complete the survey online by requesting to do so when



speaking to an interviewer. 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:

Length of Tenancy	Population	Sample
A. < 1 year	1%	4%
B. 1 - 3 years	17%	18%
C. 4 - 5 years	9%	10%
D. 6 - 10 years	20%	21%
E. 11 - 20 years	28%	27%
F. Over 20 years	24%	21%

Age Group Client	Population	Sample
18-24	2%	2%
25-34	10%	10%
35-44	20%	20%
45-54	21%	21%



55-64	22%	22%
65-74	15%	15%
75-84	8%	8%
85+	2%	2%
Unknown	0.48%	0.13%

Disability	Population	Sample
Known Disability	34%	36%
No Known Disability	66%	64%

Estate Area	Population	Sample
Estates Central East	13%	14%
Estates Central West	14%	17%
Estates North East	13%	14%
Estates North West	16%	16%
Estates South East	20%	19%
Estates South West	19%	19%
Not Assigned	0.05%	0%
Unknown	5%	0.87%

Estates Patch	Population	Sample
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CE10	2%	0.56%
CE11	2%	0.74%
CE12	2%	0.48%
CE13	2%	0.65%
CE14	3%	0.39%
CE15	2%	0.30%
CE16	2%	0.43%
CE17	2%	0.78%
CW01	2%	0.35%
CW02	1%	0.17%
CW03	1%	0.30%
CW04	1%	0.30%
CW05	2%	0.26%
CW06	1%	0.43%
CW07	1%	0.56%
CW08	1%	0.69%
CW09	1%	0.43%
EM CE 10	0%	1%
EM CE 11	0%	0.91%
EM CE 12	0%	2%



EM CE 13	0%	1%
EM CE 14	0%	2%
EM CE 15	0%	1%
EM CE 16	0%	2%
EM CW 01	0%	1%
EM CW 02	0%	0.82%
EM CW 03	0%	3%
EM CW 04	0%	1%
EM CW 05	0%	1%
EM CW 06	0%	1%
EM CW 07	0%	0.91%
EM CW 08	0%	2%
EM CW 09	0%	1%
EM NE 10	0%	1%
EM NE 11	0%	1%
EM NE 12	0%	1%
EM NE 13	0%	2%
EM NE 14	0%	1.00%
EM NE 15	0%	1%
EM NE 16	0%	2%



EM NE 17	0%	0.95%
EM NW 01	0%	0.95%
EM NW 02	0%	1%
EM NW 03	0%	2%
EM NW 04	0%	1%
EM NW 05	0%	0.91%
EM NW 06	0%	2%
EM NW 07	0%	2%
EM NW 08	0%	1%
EM NW 09	0%	2%
EM SE 13	0%	1%
EM SE 14	0%	1%
EM SE 15	0%	0.87%
EM SE 16	0%	1%
EM SE 17	0%	0.87%
EM SE 18	0%	2%
EM SE 19	0%	0.91%
EM SE 20	0%	1%
EM SE 21	0%	2%
EM SE 22	0%	1%



EM SE 23	0%	1%
EM SE 24A	0%	0.52%
EM SE 24B	0%	0.87%
EM SW 01	0%	0.87%
EM SW 02	0%	1%
EM SW 03	0%	1%
EM SW 04	0%	2%
EM SW 05	0%	1%
EM SW 06	0%	1%
EM SW 07	0%	1%
EM SW 08	0%	1%
EM SW 09	0%	1%
EM SW 10	0%	1%
EM SW 11	0%	0.48%
EM SW 12	0%	2%
NE10	2%	0.61%
NE11	2%	0.35%
NE12	2%	0.52%
NE13	2%	0.78%
NE14	2%	0.35%



NE15	2%	0.26%
NE16	2%	0.56%
NE17	1%	0.22%
NW01	2%	0.35%
NW02	1%	0.22%
NW03	2%	0.39%
NW04	2%	0.43%
NW05	1%	0.30%
NW06	3%	0.78%
NW07	2%	0.56%
NW08	2%	0.39%
NW09	2%	0.48%
SC01	1%	0.35%
SC02	2%	0.26%
SC03	2%	0.43%
SC04	2%	0.52%
SC05	1%	0.39%
SC06	2%	0.56%
SE13	2%	0.39%
SE14	2%	0.17%



SE15	2%	0.35%
SE17	2%	0.35%
SE18	2%	0.30%
SE19	2%	0.39%
SE23	2%	0.43%
SE24A	0.48%	0.22%
SE24B	1%	0.26%
SW02	0.92%	0.09%
SW03	1%	0.43%
SW04	2%	0.52%
SW05	2%	0.61%
SW06	2%	0.56%
SW07	2%	0.26%
SW08	1%	0.39%
SW09	1%	0.30%
Unknown	5%	0.30%

Ethnicity	Population	Sample
"White - Eng, Wel, Scot, N. Irish Or Brit"	0%	0.22%
African Somali	0%	3%
Asian - Other Asian Background	1%	0.30%



Asian African	0.03%	0%
Asian Bangladeshi	0%	0.87%
Asian Indian	0%	0.26%
Asian Other	0%	1%
Asian Pakistani	0%	1%
Asian/Asian British: Bangladeshi	0.54%	0.17%
Asian/Asian British: Chinese	0.15%	0.04%
Asian/Asian British: Indian	0.39%	0%
Asian/Asian British: Pakistani	1%	0.26%
Black - Other Black Background	0.65%	0.26%
Black - Somali	4%	1%
Black African	0%	7%
Black British	0.73%	0.69%
Black British: African	7%	2%
Black British: Caribbean	4%	1%
Black Caribbean	0%	4%
Black Other	0%	0.43%
Don'T Know / Refused / Prefer Not To Say	1%	0.22%
English	12%	12%
EU European	0%	1%



Eu European	1%	0%
Gypsy/Traveller	0.07%	0.22%
Mixed other	0%	0.35%
Mixed White & Asian	0%	0.13%
Mixed White & Black African	0%	0.39%
Mixed White & Black Carib	0%	1%
Mixed/Multiple - Other	0.70%	0.22%
Mixed/Multiple - White & Asian	0.28%	0%
Mixed/Multiple - White & Black African	0.37%	0.09%
Mixed/Multiple - White & Black Caribbean	2%	0.52%
Other - Any Other Ethnic Background	1%	0.26%
Other - Arab	0.02%	0%
Other background	0%	1%
Other Ethnic Group	0.03%	0%
Prefer not to say	0%	0.87%
Scottish	0.13%	0.26%
Welsh	0.24%	0.22%
White - Eng, Wel, Scot, N. Irish Or Brit	51%	12%
White - Irish	0.64%	0.17%
White - Other European	0.01%	0%



White - Other White Background	2%	0.35%
White - Roma	0.00%	0%
White British	0%	36%
White Irish	0%	0.43%
White other	0%	1%
Unknown	7%	7%

Gender	Population	Sample
Female	61%	61%
Male	30%	28%
Unknown	9%	10%

Property Type	Population	Sample
Bungalow	4%	1%
Detached	0%	1%
End Terrace	0%	6%
Flat	48%	12%
House	42%	9%
House Type Flat	0%	12%
Maisonette	6%	1%
Multi Storey Flat	0%	13%



Office	0.02%	0%
Semi Detached	0%	16%
Studio Flat	0.03%	0%
Terrace	0%	12%
Walk Up Flat	0%	16%
Other	0%	0.04%

Religion	Population	Sample
Buddhist	0.35%	0.39%
Christian	29%	30%
Hindu	0.72%	0.87%
Jewish	0.04%	0%
Muslim	11%	13%
No religion	31%	7%
Not known or stated	0%	19%
Other Religion	2%	0.74%
Prefer not to say	0%	0.78%
Prefer Not To Say / Unknown	2%	0.26%
Sikh	0.16%	0.04%
Other	0%	1%
Unknown	24%	27%



Tenure	Population	Sample
General Needs	96%	96%
Leaseholder	0.01%	0%
Supported Housing	4%	4%

Questionnaire & Introductory Text



Hello is that [Respondent Name],

My name is [Interviewer Name] and I'm calling on behalf of [Organisation Name] from an independent research agency called Acuity. We are carrying out short satisfaction surveys with [description] to find out how satisfied you are with your home and the services you receive from them. Would you be able to spare [Survey Length] minutes to go through the survey with me now?

IF NO ASK: can I call back at another time?

No appointments after [Project End Date]

IVR READ OUT: The survey will be used to calculate tenant satisfaction measures to be published by [Organisation Name] and reported back to the Regulator of Social Housing.

If the customer would like to verify the validity of this survey they need to contact [Organisation Name] by email [Email Address] or by phone [Telephone Number].

NB: Data sharing if challenged –

“Your landlord will, from time to time, share your personal data with third parties for



legitimate interests. This could be transferring it to repairs contractors to carry out repairs or for research purposes such as this, to ensure they are giving the best service possible. When signing your application form or agreement, you are automatically included in this legitimate interest clause which can also be found in the data privacy statement on your landlord's website.

You can however opt out of this by contacting your landlord. If you are not happy that your landlord has passed your details to us and would rather we did not contact you again, we can remove your details from our system and flag this back to your landlord. I however urge you to contact them to request your details are not shared with other parties."

Before we start, I need to make you aware that we are bound by the Market Research Society Code of Conduct. All calls will be recorded for training and quality purposes. Any information that you give us will be treated in confidence and will be used to find ways of improving the service that [Organisation Name] provides. [Organisation Name] will be able to identify you from your survey responses, are you happy to continue?

NB: If asked – call recordings are stored for 90 days to allow our company to verify and validate the quality of interviews.

- Yes
- No

Question set

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?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Overall Satisfaction Comments	Please describe your specific experiences that have shaped your view of Bristol City Council Housing & Landlord Services's service.	Open Ended
Well Maintained Home	How satisfied or dissatisfied are you that Bristol City Council 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	Very satisfied, Fairly satisfied, Neither satisfied nor



	satisfied or dissatisfied are you that Bristol City Council provides a home that is safe?	dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Quality of Home	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 is responsible for maintaining?	Yes/No
Communal Area satisfaction	How satisfied or dissatisfied are you that Bristol City Council 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
Home or communal areas safe or well maintained Comments	Share your views on the safety and maintenance of your home and the cleanliness and maintenance of any communal areas	Open Ended
Repairs in last 12 months?	Has Bristol City Council 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 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
Repairs Comments	Tell us more about your experience with the repairs service over the last 12 months.	Open Ended
Listens to views & acts upon them	How satisfied or dissatisfied are you that Bristol City Council 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 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 treats me fairly and with respect'?	Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, Not Applicable/Don't Know
Customer Service and Communication Comments	Describe your experience with the customer service and communications you receive.	Open Ended
Easy to Contact	How satisfied or dissatisfied are you that Bristol City Council are easy to contact?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Keep promises	How satisfied or dissatisfied are you that Bristol City Council 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 makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Neighbourhood Contribution Comments	Share your views on your landlord's contribution to your neighbourhood.	Open Ended
Approach to ASB	How satisfied or dissatisfied are you with Bristol City Council's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
ASB Comments	Give us your thoughts on Bristol City Council Housing & Landlord Services's approach to handling anti-social behaviour.	Open Ended
Ever ASB?	Have you ever reported a case of anti social behaviour to Bristol City Council?	Yes/No



Local visibility	How satisfied or dissatisfied are you that Bristol City Council 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 in the last 12 months?	Yes/No
Complaints Handling	How satisfied or dissatisfied are you with Bristol City Council's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Complaints Comments	Please describe your experience of how complaints are handled.	Open Ended
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?	Yes/No
Report damp to landlord	Would you like us to tell your your landlord?	Yes/No
Cost of Living	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? If you are interested, we will pass your details on	Yes/No
Permission 1 - Happy to be identified	The results of this survey are confidential. However, would you be happy for us to give your responses to Bristol City Council with your name attached so that they have better information to help them improve services?	Yes/No
Permission 2 - Follow up	Would you be happy for Bristol City Council to contact you to follow up	Yes/No



any of the comments or issues you
have raised?

"If you are dissatisfied with the service provided by Bristol City Council, they do have a complaints process you can access by calling 01223 457000, writing to Customer Relations (100 TS), PO Box 3399, Bristol, BS1 9NE or by completing a form on their website where you will find more information (<https://www.bristol.gov.uk/contact/complaints-and-feedback/housing>)."

"We have now come to the end of the survey. Just to confirm my name is [INTERVIEWER NAME] and I've been calling from Acuity on behalf of Bristol City Council. Thank you very much for your time in completing the survey."

Report by Acuity Research & Practice



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