



TSM Summary of Approach 2025/26

Enfield Council



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Summary of Approach

Background information

The Tenant Satisfaction Measures (TSMs) are a set of performance measures that help tenants understand how well their landlord is performing. The Regulator of Social Housing's (RSH) requires all registered housing providers to collate and submit TSMs in line with requirements. As part of this obligation, registered housing providers must inform residents how it collects the data provided in the TSM survey and publish a summary of approach alongside the TSM results.

BMG Research was commissioned to carry out this research and undertaken the interviews on behalf of Enfield Council Housing Service in line with guidance from the Regulator of Social Housing. All TSM requirements been achieved.

No incentives to take part in the survey were offered.

Survey timing



The survey approach was a single point in time and undertaken between 13th October and 3rd November 2025.

Collection method

In 2025/26, data was collected using a face-to-face method amongst LCRA residents. There are a number of reasons for choosing this methodology:

- Consistency: Maintaining the same methodology as with previous years' allows for comparison and trend analysis.
- Inclusive: Face to face is an effective method for engagement and ensures that it is inclusive. Fieldwork took place at different times of day and on different days of the week.
- Accessible: This methodology ensures accessibility for all tenants, so that no one is unduly prevented from taking part.
- Engaging: Speaking directly with participants face-to-face often improves engagement, as it allows for real-time clarification of questions. This leads to more precise and comprehensive responses.
- Focussed: Using this methodology allows us to set targets during fieldwork in order to consult with a representative sample.
- Neutrality: Using an independent market research agency, prevents bias and reassures participants who wish to remain anonymous.

Sample information

Sample method



Respondents were sampled for the face-to-face fieldwork using cluster sampling.

Targets were set by ward and property type by area to ensure the resulting sample was representative of key characteristics.

Sample size information

During 2025/26 1,001 surveys were completed with LCRA tenants, with an effective weighted sample size of 990. Enfield Council Housing Service has c.9,617 of properties, which means that the margin of error at 95% confidence is +/- 2.95%.

Weighting

Weighting was applied to the data to ensure results are representative using the following characteristics:

- Property type

Assessment of representativeness



The tables below summaries the demographic information available and the representativeness of the survey results. The rationale for the choice of characteristics included are they were key characteristics provided in the sample and give a good indication of representativeness.

LCRA	Relevant population (% total)	Survey responses – weighted (% total)
Property type		
Flat	51%	51%
Maisonette	31%	31%
House	14%	14%
Other	4%	4%
Management area		
North	27%	26%
South	31%	30%
West	37%	39%
Other	5%	5%
Ethnicity		
White	36%	37%
Asian	4%	3%
Black	22%	20%

Mixed	2%	3%
Turkish/Turkish Cypriot	10%	11%
Other	6%	7%
Unknown	21%	20%
No. bedrooms		
0/Unknown	6%	4%
1	29%	27%
2	33%	35%
3+	32%	34%

Collection method impact

Proportion of respondents who report that they are satisfied with the overall service from their landlord TP01:

	LCRA
Face to face	59.81%

Total number of tenants (unweighted) who reported they are:

	LCRA
Very satisfied	184
Fairly satisfied	413
Neither satisfied or dissatisfied	157
Fairly dissatisfied	123
Very dissatisfied	124

Results of tenant perception measures

TSMs reported for LCRA:

	TP01	TP02	TP03	TP04	TP05	TP06
	Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?	How satisfied or dissatisfied are you with the overall repairs service from [your landlord] over the last 12 months?	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	How satisfied or dissatisfied are you that [your landlord] provides a home that is well maintained?	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that [your landlord] provides a home that is safe?	How satisfied or dissatisfied are you that [your landlord] listens to your views and acts upon them?
Number of respondents who responded 'Yes' to the filter question relevant to the perception measure.		504	504			
Number of respondents who responded 'No' to the filter question relevant to the perception measure.		497	497			
Very satisfied	182	158	146	238	255	118
Fairly satisfied	417	211	211	480	538	433
Neither satisfied nor dissatisfied	155	45	37	111	82	141
Fairly dissatisfied	124	43	49	91	54	100
Very dissatisfied	123	47	60	79	67	150
Not applicable/ don't know*					5	57
Calculated TSM: Proportion of respondents who report that they are satisfied	59.81%	73.17%	70.91%	71.83%	79.63%	58.48%



	TP07	TP08	TP09	TP10	TP11	TP12
	How satisfied or dissatisfied are you that [your landlord] keeps you informed about things that matter to you?	To what extent do you agree or disagree with the following "[my landlord] treats me fairly and with respect"?	How satisfied or dissatisfied are you with [your landlord]'s approach to complaints handling?	How satisfied or dissatisfied are you that [your landlord] keeps these communal areas clean and well maintained?	How satisfied or dissatisfied are you that [your landlord] makes a positive contribution to your neighbourhood?	How satisfied or dissatisfied are you with [your landlord]'s approach to handling anti-social behaviour?
Number of respondents who responded 'Yes' to the filter question relevant to the perception measure.			203	609.3		
Number of respondents who responded 'No' to the filter question relevant to the perception measure.			798	381.7		
Very satisfied	154	164	16	109.3	127	124
Fairly satisfied	563	612	40	285.8	486	475
Neither satisfied nor dissatisfied	122	116	30	48.6	175	128
Fairly dissatisfied	71	40	37	71.9	75	71
Very dissatisfied	81	50	80	93.8	70	116
Not applicable/ don't know	9	18			68	86
Calculated TSM: Proportion of respondents who report that they are satisfied	72.33%	78.97%	27.53%	64.83%	65.71%	65.5%



Questionnaire

Survey introduction

We are conducting a survey on behalf of your landlord Enfield Council Housing Services. It is important for the council to understand how council tenants feel about the services it is providing so that it can be sure that it is delivering them in the way and to the standard that tenants want. The results of the survey will be used to calculate annual tenant satisfaction measures which Enfield Council will report back to the Regulator of Social Housing.

The survey will take around **15 minutes to complete**.

The survey captures your views and any service needs or support requests are not fed back to Enfield Council. We would encourage you to contact Enfield Council Housing Service if you do have any concerns or requirements.

Just to confirm, your responses will be treated in the strictest confidence. BMG Research abides by the Market Research Society Code of Conduct and data protection laws at all times. Please note consent is audio recorded.

You can find out more information about our surveys and what we do with the information we collect in our Privacy Notice which is on our website.

I can give you the website address (<https://www.bmgresearch.co.uk/privacy>).

Ensure calling card provided if request more detail about BMG including about privacy notice

INTERVIEWER: Confirm respondent happy to proceed with the survey

✓ Informed consent provided **[TICK BOX, DO NOT ALLOW TO PROCEED WITHOUT TICKED]**

Section A: Overall service

Base: All

SINGLE CODE

A01. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Enfield Council's Housing Service?

Please use showcard 1 and select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

Base: All

OPEN RESPONSE

Probe

A01OPEN. Why do you say that?

[TEXT BOX]

96. Don't know

Section B: Quality of home

Base: All

SINGLE CODE

B01. How satisfied or dissatisfied are you that Enfield Council's housing service provides a home that is well maintained?

Please use showcard 1 and select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Very satisfied		B02
2	Fairly satisfied		B02
3	Neither satisfied nor dissatisfied		B01open
4	Fairly dissatisfied		B01open
5	Very dissatisfied		B01open

Base: All

SINGLE CODE

B02. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Enfield Council's Housing Service provides a home that is safe?

Please use showcard 2 and select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		B02A
4	Fairly dissatisfied		
5	Very dissatisfied		
6	Not applicable/Don't know		

Section C: Repairs and maintenance

Base: All

SINGLE CODE

C01. Has Enfield Council's Housing Service carried out a repair to your home in the last 12 months?

Please select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Yes		C02
2	No		

Base: C01 = 1

SINGLE CODE

C02. How satisfied or dissatisfied are you with the overall repairs service from Enfield Council's Housing Service over the last 12 months?

Please use showcard 3 and select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Very satisfied		C03
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		C02OPEN
4	Fairly dissatisfied		
5	Very dissatisfied		

Base: C02=3-5

OPEN RESPONSE.

C02OPEN. Why do you say that?

Probe

[TEXT BOX]

96. Don't know

Base: C01 = 1

SINGLE CODE

C03. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Please use showcard 3 and select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

Section D: Neighbourhood

Base: All

SINGLE CODE

D01. Do you live in a building with communal areas, either inside or outside, that Enfield Council's Housing Service is responsible for maintaining?

Code one only

Fixed codes	Answer list	Scripting notes	Routing
1	Yes		D02
2	No		D03
97	Don't know		D03

Base: D01 = 1

SINGLE CODE

D02. How satisfied or dissatisfied are you that Enfield Council's Housing Service keeps these communal areas clean and well maintained?'

Please use showcard 3 and select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

OPEN RESPONSE

Base: D02=3-5

D02B. Why do you say that?

Probe

[TEXT BOX]

96. Don't know

Base: All

SINGLE CODE

D03. How satisfied or dissatisfied are you that Enfield Council's Housing Service makes a positive contribution to your neighbourhood?

Please use showcard 4 and select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
6	Not applicable / don't know		

Base: All groups

SINGLE CODE

D04. How satisfied or dissatisfied are you with Enfield Council's Housing Service's approach to handling anti-social behaviour?'

Please use showcard 4 and select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
6	Not applicable / don't know		

Section E: Involvement

Base: All

SINGLE CODE

E01. How satisfied or dissatisfied are you that Enfield Council's Housing Service listens to your views and acts upon them?'

Please use showcard 4 and select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
6	Not applicable / don't know		

Base: All

SINGLE CODE

E02. How satisfied or dissatisfied are you that Enfield Council's Housing Service keeps you informed about things that matter to you?

Please use showcard 4 and select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
6	Not applicable / don't know		

Base: All

SINGLE CODE

E03. To what extent do you agree or disagree with the following “Enfield Council’s Housing Service treats me fairly and with respect”?

Please use showcard 5 and select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Strongly agree		
2	Agree		
3	Neither agree nor disagree		
4	Disagree		
5	Strongly disagree		
6	Not applicable / don’t know		

Base: All

SINGLE CODE

E04. Would you like to be added to a list of residents that we contact about upcoming involvement opportunities?

If you answer ‘yes’, we will pass your details to Enfield Council along with your demographic information, to help ensure they are involving a wide cross-section of residents.

Please select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Yes		
2	No		

Section F: Complaints

Base: All

SINGLE CODE

F01. Have you made a complaint Enfield Council’s housing service in the last 12 months?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		GO TO F02
2	No		GO TO G01

Base: F01=1

SINGLE CODE

F02. How satisfied or dissatisfied are you with Enfield Council's housing service approach to complaints handling?

Please use showcard 6 and select one only

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

Base: F01=1

SINGLE CODE

F03. Have you followed Enfield Council's complaints process having made your formal complaint?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
97	Don't know		

Base: F01=1 and F03=1

MULTI CODE

F04. How did you make a formal complaint?

Please use showcard 7 and select all that apply

Code	Answer list	Scripting notes	Routing
1	Online account/website		
2	Telephone		
3	Email		
4	Letter		
5	In person		
6	Social media		
7	Other (please specify)		
97	Don't know		

Section G: Building safety

Base: Ask all

MULTI CODE

B02A. Which of the following, if any, make you feel unsafe in your home or building?

Please use showcard 8A or 8B and select all that apply (showcard to be rotated so one runs 1 to 8 and other runs 8 to 1 and script to select which showcard is to be shown)

Fixed codes	Answer list	Scripting notes	Routing
1	Poor security in the common areas		
2	Disrepair of your property/common areas		
3	Lack of communication from Enfield Council about Building Safety		
4	My mobility issues are not considered		
5	Storage of e-scooters/electric bikes in common areas		
6	Concerns about the external buildings e.g. roof, walls, door or windows		
7	Lack of information about building safety		
8	Lack of information about what to do if there was a fire		
9	Other (please specify)		
97	Don't know		

Base: All in high rise buildings

MULTI CODE

G01. How would you prefer to receive updates regarding building safety decisions?

Please use showcard 9 and select all that apply

Fixed codes	Answer list	Scripting notes	Routing
1	Letters		
2	Emails		
3	Meetings and site surgeries		
4	Information on electronic notice boards		
5	Other (please specify)		
97	Don't know		

Base: All in high rise buildings

MULTI CODE

G02. What type of building safety information are you most interested in?

Please use showcard 10A or 10B and select all that apply (showcard to be rotated so one runs 1 to 6 and other runs 6 to 1 and script to select which showcard is to be shown)

Fixed codes	Answer list	Scripting notes	Routing
1	Fire safety information		
2	Building safety management details		
3	Planned works and compliance		
4	Safety checks and access requirements		
5	Emergency response information		
6	Person-centred fire risk assessments		
7	None of these	FIX, EXCLUSIVE	

Base: All

SINGLE CODE

G03. Do you know what to in the event of a fire in your building or home?

Please select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Yes		
2	No		

Section H: Improvements

Base: All

OPEN RESPONSE

H01. What could Enfield Council housing service do better or improve?

Probe

[TEXT BOX]

95. I do not think there is anything they could do better or improve

96. Don't know

Section Z: Demographics

INTRO TEXT

I'd now like to ask you a few final questions to help us to put your answers into context. We want to understand the views of different types of people across Enfield. We recognise that you might consider some of these questions to be personal or sensitive, in which case you are free not to answer them.

Base: All

SINGLE CODE

Z01. How old are you (years)?

Please use showcard 11 and select one only

Fixed codes	Answer list	Scripting notes	Routing
1	16-19		
2	20 -24		
3	25 - 29		
4	30 - 34		
5	35 - 39		
6	40- 44		
7	45 - 49		
8	50 - 54		
9	55 – 59		
10	60 – 64		
11	65 – 69		
12	70 – 74		
13	75 – 79		
14	80 – 84		
15	85 or older		
98	Prefer not to say		

Base: All

SINGLE CODE

Z02. What best describes your gender?

Select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Male		
2	Female		
3	Prefer to self-describe		
4	Prefer not to say		

Base: All

SINGLE CODE

Z03. Do you consider yourself to be transgender? Transgender is an umbrella term to describe people whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth.?

Please use showcard 12 and select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Yes		
2	No		
3	Prefer to self-describe		
4	Prefer not to say		

Base: All

SINGLE CODE

Z04. What is your ethnic group?

Please use showcard 13 and select one only

Fixed codes	Answer list	Scripting notes	Routing
1	British (English/Scottish/Welsh/N.Irish)		
2	Irish		
3	Gypsy/Irish Traveler		
4	Roma		
5	Greek		
6	Greek Cypriot		
7	Turkish		

8	Turkish Cypriot		
9	Kurdish		
10	Albanian		
11	Polish		
12	Any other White background		
13	White and Black Caribbean		
14	White and Black African		
15	White and Asian		
16	Any other Mixed/ Multiple ethnic background		
17	Indian		
18	Pakistani		
19	Bangladeshi		
20	Sri Lankan		
21	Chinese		
22	Any other Asian background		
23	Caribbean		
24	African		
25	Any other Black/African/Caribbean/Black British background		
26	Other ethnic groups - Arab		
95	Other (specify)	OPEN RESPONSE	
96	Prefer not to say		

Base: All

SINGLE CODE

Z05. What is your sexual orientation?

Please use **showcard 14** and select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Hetrosexual / Straight		
2	Bi sexual		
3	Gay or Lesbian		
4	Prefer to self-describe		
5	Prefer not to say		

Base: All

SINGLE CODE

Z06. What is your religion?

Please use showcard 15 and select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Non-religious (for example, Atheist or Humanist)		
2	Hindu		
3	Sikh		
4	Christian		
5	Jewish		
6	Buddisht		
7	Muslim		
8	Alevi		
95	Prefer to use my own definition		
98	Prefer not to say		

Base: All

SINGLE CODE

Z07. Do you have a physical or mental health condition or illness lasting or expected to last for 12 months or more?

Please select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Yes		
3	No		
4	Prefer not to say	DO NOT READ OUT	

Base: All groups

SINGLE CODE

Z08. Does anyone in your household receive one or more of the following – Universal credit, housing benefit, council tax support, working tax credits, jobseekers allowance, income support, employment and support allowance?

Please select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Yes		
2	No		
3	Prefer not to say	DO NOT READ OUT	

Base: All

SINGLE CODE

Z09. So Enfield Council’s Housing Service can improve the services they provide, are you happy for the responses you have given to be linked to your contact details and passed back to Enfield Council’s Housing Service who may contact you in the future?

Please select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Yes		
2	No	■	

CLOSING TEXT

Thank you, those are all the questions I have.

If you are concerned about whether BMG is a genuine market research agency you can call the Market Research Society on 0800 975 9596 during office hours.

As part of BMG Research’s quality control process, my employer will wish to contact some of the people I have interviewed. This is to confirm that I have undertaken the interview in an appropriate manner, and according to market research practice. Could you please provide me with your name, confirm your address and provide me with a contact telephone number and email address. This information will not be passed on or used for any purpose other than our quality control processes. Your details will be deleted as soon as our quality controls process ends. Record name and address details and take land line or mobile phone number, including the dialling code at front of questionnaire.

THANK AND CLOSE



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