

RESIDENT TSM SURVEY FAQ 2025



Frequently asked questions... 



When? The survey will take place during June and July 2025.



Who? The survey is being carried out by Acuity Research & Practice (Acuity), who provide tenant satisfaction surveys and benchmarking services.



What? The survey will ask questions about how satisfied you are with your homes and the services provided. It will take around 10 to complete.



Why? The survey will help make changes to improve the services Sapphire Independent Housing provides. It also includes the Tenant Satisfaction Measures (TSMs) which must be collected and reported to the Regulator of Social Housing.



How? Tenants will be sent an email or sms with a link to an online survey on 23rd June. On 7th July, a postal survey will be sent to all those who have not completed it online.