



HILLINGDON
LONDON

RESIDENT TSM SURVEY FAQ 2026



Frequently asked questions...



When? The survey will take place during January to March 2026.



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 minutes to complete.



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



How? Selected groups of tenants will receive a questionnaire in the post. In late May and early June, tenants who have not completed a survey will be called from 01895 376311 and invited to take part.