



TSM10: Communal Areas

metroStor Webinar

January 2026

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What I'm going to cover

- Why TSM10 matters for boards
- Why it's becoming more important
- Why a planned approach beats a reactive one



Why it matters



- Direct insight into resident experience
- Highly visible shared spaces
- Links safety, satisfaction and cost

Operational to Strategic Leadership



- Repeat problems are not accidental
- Often signal deeper estate issues
- Indicator of long-term sustainability

Growing importance



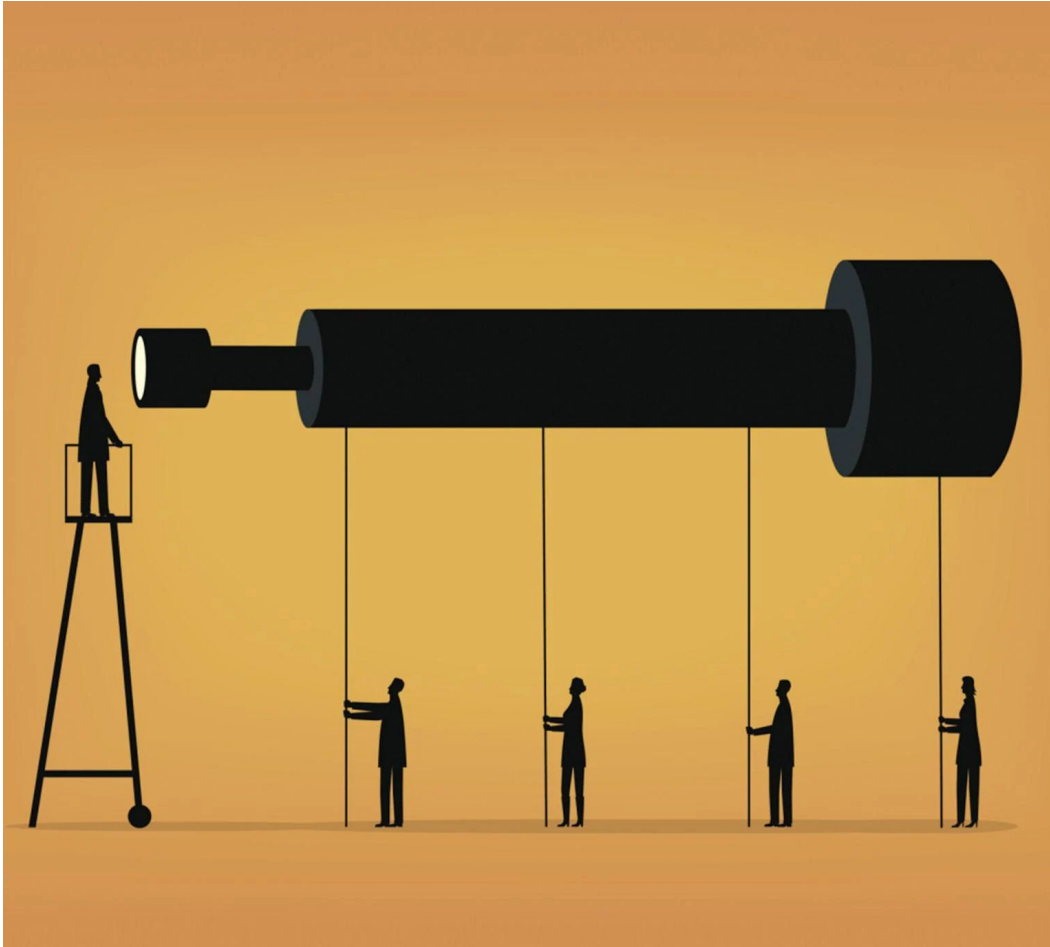
- Estates under new pressures
- New demands on communal spaces
- Risk of managed decline

Board's role



- Set direction, not detailed design
- Focus on patterns and future risk
- Tone drives behaviour

Why strategy pays off



- Better resident experience
- Better value for money
- Stronger regulatory confidence

To conclude



- TSM 10 shows how estates really work
- Plan early, not react late
- Opportunity for boards



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What neighbourhood management TSM scores are really telling us

Emily-Rae Baines,

Founder - Golden Thread Housing Solutions



Key points



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- ❖ What is the data telling us in short?
- ❖ What does this mean operationally?
- ❖ Where can we focus our efforts to make the biggest difference to social housing tenants?

The data...

2024 / 25 results:

Housemark's mid-year benchmarking (from prior periods) showed:

- a median ~66% for TP10 (communal areas)
- a median of ~64% for TP11 (positive contribution)
- a median of ~57.6% for TP12 (anti-social behaviour)

NM01 (ASB cases) gives us an insight into scale...



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Operational considerations



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Tenants' perspective

- Overflowing bins
- Fly tipping
- E-scooters blocking pavements or communal landings
- Graffiti
- Broken lights, doors, lifts
- Dirty communal areas
- Outside spaces that are unused because they feel unsafe or underinvested in
- Feeling a lack of pride in where they live
- Embarrassment to have visitors over
- Disillusioned about reporting issues
- Pests

How they present themselves

- Increased ASB cases
- Below target KPI's
- Repeated visits from officers
- Additional charges for waste collection
- Lack of proactive estate inspections
- Increased complaints, members enquiries and service requests
- Compliance risks
- Repeat repairs or requests
- Lack of assurance that checks are happening as expected

Using insight to make the changes social housing tenants want to see



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Case study

- In 2021, bin audit capturing capacity for all blocks.
- Followed up by 2-year commitment to replace all damaged and missing bins so every block was at capacity.
- Increase of 27% satisfaction when new bins were installed.

Doing things differently...

- Treating estate improvements as a planned works programme
- Using data to actively plan improvements to areas and involve tenants (and other residents) directly in creating the solutions
- Getting things right from the beginning – Employers Requirements, Regeneration Plans
- Collaborate with other landlords operating in that area and pool resources

Thank you

RAT OUT OF HELL Horrifying moment giant RAT mauls a pigeon after pouncing on London street



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