

Predict Your C Rating

Self-assessment worksheet

Sixteen items, four per pillar. Tick Yes / Partial / No and add evidence in the Notes field. When done, tally the No / Partial responses by pillar — the pillar with the highest count is your largest gap.

Pillar 1: Data triangulation

1.1 Can we cut TSM perception scores by recorded vulnerability flag?

Regulator cue: “diverse needs of tenants”

Data signal: Vulnerability tagging on tenancy record × TSM record

Yes Partial No

Notes / evidence

1.2 Is our stock-condition data current (≤5 years on majority of homes), and is it readable alongside repair records and tenant feedback?

Regulator cue: “accurate, up-to-date and evidenced”

Data signal: Stock-survey age distribution + a join key to repair history

Yes Partial No

Notes / evidence

1.3 Do our TSM, complaints, ASB and operational data sources speak to one another in a single warehouse / model?

Regulator cue: “using and triangulating all of their data”

Data signal: Data-architecture map; cross-source query capability

Yes Partial No

Notes / evidence

1.4 Do we have qualitative feedback (free text from TSM, complaints, chat, surveys) categorised and joinable to the quant data?

Regulator cue: “using all of their data” (interpreted)

Data signal: Theme taxonomy + linkage to TSM/complaint IDs

Yes Partial No

Notes / evidence



Pillar 2: Root cause resolution

2.1 When complaints cluster (e.g. plumbing-leak complaints in one estate), do we trace to a root cause?

Regulator cue: “used to drive service improvements”

Data signal: Complaint categorisation at sub-service level; cluster-level trend reports

Yes Partial No

Notes / evidence

2.2 Is damp/mould being categorised at a building / property level rather than treated as a tenant-behaviour issue?

Regulator cue: Housing Ombudsman ‘it’s not a lifestyle’

Data signal: Damp/mould case data joined to stock-condition + ventilation/heating records

Yes Partial No

Notes / evidence

2.3 Do we periodically review what changed because of a root-cause finding?

Regulator cue: “how it has learned from complaints”

Data signal: Action register linked to complaint clusters

Yes Partial No

Notes / evidence

2.4 When a vulnerable tenant raises a recurring issue, is the case routed differently from the standard pathway?

Regulator cue: “vulnerability as a dynamic state”

Data signal: Vulnerability-aware case-routing logic

Yes Partial No

Notes / evidence



Pillar 3: Omni-channel listening

3.1 Do we listen across at least four channels: TSM, complaints, informal feedback, front-line capture?

Regulator cue: "a range of formal and informal ways"

Data signal: Source-system map for tenant-voice intake

Yes Partial No

Notes / evidence

3.2 Are our tenant communications available in both digital and non-digital formats?

Regulator cue: "both digital and non-digital formats" (Hammersmith & Fulham)

Data signal: Comms-channel matrix

Yes Partial No

Notes / evidence

3.3 Is our digital navigation easy enough that tenants can find the information they need without phoning in?

Regulator cue: Wordnerds × Housemark cascade

Data signal: Site-search / form-abandonment / call-volume cross-trends

Yes Partial No

Notes / evidence

3.4 Will we meet the 1 October 2026 STAIRs publication-scheme obligations (six classes of information)?

Regulator cue: Statutory deadline

Data signal: Publication scheme + content owners + readiness state

Yes Partial No

Notes / evidence



Pillar 4: Evidence-based action

4.1 Can a tenant who fed back six months ago find out what changed?

Regulator cue: “you said, we did’ sections”

Data signal: Public-facing learning log + per-tenant feedback follow-up

Yes Partial No

Notes / evidence

4.2 Are actions arising from insight tracked, with owners and timescales, and reviewed for delivery?

Regulator cue: “used to drive service improvements”

Data signal: Action register with completion-tracking

Yes Partial No

Notes / evidence

4.3 Are board reports informed by tenant feedback in a way the board can articulate?

Regulator cue: “directors fluent on TSM scores and trajectory”

Data signal: Board pack content audit

Yes Partial No

Notes / evidence

4.4 Do we publish our weaknesses, including TSM scores we’re not proud of, in our published performance reporting?

Regulator cue: “openly own their TSM score” (Places for People pattern)

Data signal: Public performance page + commentary

Yes Partial No

Notes / evidence

When you’re done

Tally the No and Partial responses by pillar. The pillar with the highest count of No / Partial is your largest gap. The pillar with the highest count of Yes is the foundation you can build from. The worksheet does not produce a single score and deliberately doesn’t try to predict your C grade. The point is to find the pillar with the largest gap, and start there.

