

Summary of Tenant Satisfaction Measures

TSMs collected from tenant perception surveys

TP01 Overall satisfaction

TP02 Satisfaction with repairs

TP03 Satisfaction with time taken to complete most recent repair

TP04 Satisfaction that the home is well-maintained

TP05 Satisfaction that the home is safe

TP06 Satisfaction that the landlord listens to tenant views and acts upon them

TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them

TP08 Agreement that the landlord treats tenants fairly and with respect

TP09 Satisfaction with the landlord's approach to handling complaints

TP10 Satisfaction that the landlord keeps communal areas clean and well-maintained

TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods

TP12 Satisfaction with the landlord's approach to handling anti-social behaviour

TSMs generated from management information

CH01 Complaints relative to the size of the landlord

CH02 Complaints responded to within Complaint Handling Code timescales

NM01 Anti-social behaviour (ASB) cases relative to the size of the landlord

RP01 Homes that do not meet the Decent Homes Standard

RP02 Repairs completed within target timescale

BS01 Gas safety checks

BS02 Fire safety checks

BS03 Asbestos safety checks

BS04 Water safety checks

BS05 Lift safety checks