

## **Tenant satisfaction measures**

### **RP - Keeping properties in good repair**

RP01: Homes that do not meet the Decent Homes Standard

RP02: Repairs completed within target timescale

TP02: Satisfaction with repairs

TP03: Satisfaction with time taken to complete most recent repair

### **BS Maintaining building safety**

BS01: Gas safety checks

BS02: Fire safety checks

BS03: Asbestos safety checks

BS04: Water safety checks

BS05: Lift safety checks

Electrical safety checks [footnote 1]

TP04: Satisfaction that the home is well maintained and safe to live in

### **Respectful and helpful engagement**

TP05: Satisfaction that the landlord listens to tenant views and acts upon them

TP06: Satisfaction that the landlord keeps tenants informed about things that matter to them

TP07: Agreement that the landlord treats tenants fairly and with respect

### **NM Responsible neighbourhood management**

NM01: Anti-social behaviour cases relative to the size of the landlord

Percentage of communal areas meeting the required standard [footnote 1]

TP08: Satisfaction that the landlord keeps communal areas clean, safe and well maintained

TP09: Satisfaction that the landlord makes a positive contribution to neighbourhoods

TP10: Satisfaction with the landlord's approach to handling of anti-social behaviour

### **Effective handling of complaints**

CH01: Complaints relative to the size of the landlord

CH02: Complaints responded to within Complaint Handling Code timescales

## How measured

Measured by landlords directly  
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Measured by doing tenant perception surveys  
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