TENANT SATISFACTION MEASURES

Theme	Code	Tenant satisfaction measure	Measured by
Overall satisfaction	TP01	Overall satisfaction	Tenant perception survey
Keeping properties in good repair	RP01	Homes that do not meet the Decent Homes Standard	Management information
	RP02	Repairs completed within target timescales	Management information
	TP02	Satisfaction with repairs	Tenant perception survey
	TP03	Satisfaction with time taken to complete most recent repair	Tenant perception survey
	TP04	Satisfaction that the home is well maintained	Tenant perception survey
Maintaining building safety	BS01	Gas safety checks	Management information
	BS02	Fire safety checks	Management information
	BS03	Asbestos checks	Management information
	BS04	Water safety checks	Management information
	BS05	Lift safety checks	Management information
	TP05	Satisfaction that the home is safe	Tenant perception survey
Respectful and helpful engagement	TP06	Satisfaction that the landlord listens to tenants views and acts upon them	Tenant perception survey
	TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	Tenant perception survey
	TP08	Agreement that the landlord treats tenants fairly and with respect	Tenant perception survey
Effective handling of complaints	CH01	Complaints relative to the size of the landlord	Management information
	CH02	Complaints responded to within Complaint Handling Code timescales	Management information
	TP09	Satisfaction with the landlord's approach to handling complaints	Tenant perception survey
Responsible neighbourhood management	NM01	Anti-social behaviour cases relative to the size of the landlord	Management information
	TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	Tenant perception survey
	TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	Tenant perception survey
	TP12	Satisfaction with the landlord's approach to handling of anti-social behaviour	Tenant perception survey