

Tenant Satisfaction Measures

Keeping properties in good repair

TP02: Satisfaction with repairs

Measured by: tenant perception survey

Has your landlord carried out a repair to your home in the last 12 months?

If yes, how satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

This measure will be based on the percentage of tenants who say they are satisfied.

TP03: Satisfaction with time taken to complete most recent repair

Measured by: tenant perception survey

Has your landlord carried out a repair to your home in the last 12 months?

If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

This measure will be based on the percentage of tenants who say they are satisfied.

TP04: Satisfaction that the home is well-maintained

Measured by a tenant perception survey

How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?

This measure will be based on the percentage of tenants who say they are satisfied.

RP01: Homes that do not meet the Decent Homes Standard

Measured by: landlords' management information

This measure will be based on the percentage of a landlord's homes that do not meet the Decent Homes Standard. This is a government document describing conditions that social homes should meet.

RP02: Repairs completed within target timescale

Measured by: landlords' management information

This measure will be based on the percentage of repairs the landlord has done within the target time they have set for themselves. As part of this measure, landlords will have to make these target times public.

This will measure both emergency and non-emergency repairs requested by tenants. Repairs planned by the landlord will not be included.

Maintaining building safety

TP05: Satisfaction that the home is safe

Measured by: tenant perception survey

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?

This measure will be based on the percentage of tenants who say they are satisfied.

Safety checks

The following five measures will be based on the number of individual homes that are covered by relevant safety checks. Not all homes require all checks.

BS01: Gas safety checks

Measured by: landlords' management information

This measure will be based on the percentage of homes that have had all the necessary gas safety checks.

BS02: Fire safety checks

Measured by: landlords' management information

This measure will be based on the percentage of homes in buildings that have had all the necessary fire risk assessments.

BS03: Asbestos safety checks

Measured by: landlords' management information

This measure will be based on the percentage of homes in buildings that have had all the necessary asbestos management surveys or re-inspections.

BS04: Water safety checks

Measured by: landlords' management information

This measure will be based on the percentage of homes that have had all the necessary legionella risk assessments. Legionella is a bacteria that can make people ill if it gets into water supplies.

BS05: Lift safety checks

Measured by: landlords' management information

This measure will be based on the percentage of homes in buildings where the communal passenger lifts have had all the necessary safety checks.

Respectful and helpful engagement

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

Measured by: tenant perception survey

How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

This measure will be based on the percentage of tenants who say they are satisfied.

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

Measured by: tenant perception survey

How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

This measure will be based on the percentage of tenants who say they are satisfied.

TP08: Agreement that the landlord treats tenants fairly and with respect

Measured by: tenant perception survey

To what extent do you agree or disagree with the following? “My landlord treats me fairly and with respect.”

This measure will be based on the percentage of tenants who say they agree.

Effective handling of complaints

TP09: Satisfaction with the landlord’s approach to handling of complaints

Measured by: tenant perception survey

Have you made a complaint to your landlord in the last 12 months?

If yes, how satisfied or dissatisfied are you with your landlord’s approach to complaints handling?

This measure will be based on the percentage of tenants who say they are satisfied.

CH01: Complaints relative to the size of the landlord

Measured by: landlords’ management information

This measure will be based on the number of complaints the landlord receives for each 1,000 homes they own.

CH02: Complaints responded to within Complaint Handling Code timescales

Measured by: landlords' management information

This measure will be based on the percentage of complaints the landlord responds to within the times set by the Housing Ombudsman's Complaint Handling Code. All social housing landlords have to follow this Code.

Responsible neighbourhood management

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

Measured by: tenant perception survey

Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?

If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?

This measure will be based on the percentage of tenants who say they are satisfied.

TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods

Measured by: tenant perception survey

How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

This measure will be based on the percentage of tenants who say they are satisfied.

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

Measured by: tenant perception survey

How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

This measure will be based on the percentage of tenants who say they are satisfied.

Not every tenant will have reported a formal anti-social behaviour case to their landlord, but we require landlords to ask this question of everyone being surveyed.

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

Measured by: landlords' management information

This measure will be based on the number of anti-social behaviour cases opened for each 1,000 homes the landlord owns, including the number of cases that involve hate incidents.
