

HMASC 30 January 2024
Tenant Satisfaction Measures
APPENDIX ONE

Tenant Satisfaction Survey
Question Requirements

Please note: only those measures with a “TP” reference number (shaded grey) will form part of the Tenant Satisfaction Survey. The remaining measures will be reported using landlord data.

Overall satisfaction	TP01: Overall satisfaction	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.
Keeping properties in good repair	TP02: Satisfaction with repairs	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?
	TP03: Satisfaction with time taken to complete most recent repair	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?
	TP04: Satisfaction that the home is well-maintained	How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?

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	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	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?
Safety 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.

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	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 bacterium 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	How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?
	TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them	How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?
	TP08: Agreement that the landlord treats tenants fairly and with respect	To what extent do you agree or disagree with the following? "My landlord treats me fairly and with respect."
Effective handling of complaints	TP09: Satisfaction with the landlord's approach to handling of complaints	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?

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	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	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?
	TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods	How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?
	TP12: Satisfaction with the landlord's approach to handling anti-social behaviour	How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?
	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.

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