

## Appendix 1

Tenant Satisfaction Measures	How Measured
<b>RP – Keeping properties in good repair</b>	
RP01 Homes that do not meet the Decent Homes Standard	Measured by landlords directly
RP02 Repairs completed within target timescale	Measured by landlords directly
TP02 Satisfaction with Repairs	Measured by tenant perception survey
TP03 Satisfaction with time taken to complete most recent repair	Measured by tenant perception survey
TP04 Satisfaction that the home is <b>well</b> maintained	Measured by tenant perception survey
<b>BS Maintaining building safety</b>	
BS01 Gas Safety Checks	Measured by landlords directly
BS02 Fire Safety Checks	Measured by landlords directly
BS03 Asbestos Safety Checks	Measured by landlords directly
BS04 Water Safety Checks	Measured by landlords directly
BS05 Lift Safety Checks	Measured by landlords directly
TP05 Satisfaction that the home is safe	Measured by landlords directly
<b>Respectful and Helpful Engagement</b>	
TP06 Satisfaction that the landlord listens to tenants' views and acts upon them	Measured by tenant perception survey
TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them	Measured by tenant perception survey
TP08 Agreement that the landlord treats tenants fairly and with respect	Measured by tenant perception survey
<b>CH – Effective handling of complaints</b>	
CH01 Complaints relative to the size of the landlord	Measured by landlords directly

CH02 Complaints responded to within Complaint Handling Code timescales	Measured by landlords directly
TP09 Satisfaction with the landlord's approach to handling complaints	Measured by landlords directly
<b>NM – responsible neighbourhood management</b>	
NM01 Anti-Social Behaviour cases relative to the size of the landlord	Measured by landlords directly
TP10 Satisfaction that the landlord keeps communal areas clean, safe and well maintained	Measured by tenant perception survey
TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods	Measured by tenant perception survey
TP12 Satisfaction with the landlord's approach to anti-social behaviour	Measured by tenant perception survey
<b>Overall Satisfaction</b>	Measured by tenant perception survey
TP01 – all tenant satisfaction surveys must include this question: 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.