

Appendix 1

REGULATOR OF SOCIAL HOUSING TENANT SATISFACTION MEASURES

Tenant Satisfaction Measure TPS = Tenant Perception Survey LD = landlords directly	How measured	Current performance data
TP01 Overall satisfaction	TPS	TPS commissioned.
Keeping Properties in Good Repair		
TP02: Satisfaction with repairs service	TPS	94.83%
TP03: Satisfaction with time taken to complete most recent repair	TPS	Not yet available
TP04: Satisfaction that the home is well maintained and safe to live in	TPS	Not yet available
RP01: Homes that do not meet the Decent Homes Standard	LD	0%
RP02: Repairs completed within target timescale	LD	99.88%
Maintaining Building Safety		
TP05: Satisfaction that the landlord listens to tenant views and acts upon them	TPS	Not yet available
Safety Checks		
BS01: Gas safety checks	LD	99.96% completed
BS02: Fire safety checks	LD	Not yet available
BS03: Asbestos safety checks	LD	Not yet available
BS04: Water safety checks	LD	Not yet available

Tenant Satisfaction Measure TPS = Tenant Perception Survey LD = landlords directly	How measured	Current performance data
BS05: Lift safety checks	LD	Not yet available
Respectful and Helpful Engagement		
TP06 Satisfaction that the landlord listens to tenant views and acts upon them	TPS	Not yet available
TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them	TPS	Not yet available
TP08: Agreement that the landlord treats tenants fairly and with respect	TPS	Not yet available
Effective Handling of Complaints		
TP09: Satisfaction with the landlord's approach to handling complaints	TPS	Not yet available
CH01: Complaints relative to the size of the landlord	LD	Not yet available
CH02: Complaints responded to within Complaint Handling Code timescales	LD	Not yet available
Responsible neighbourhood management		
TP10: Satisfaction that the landlord keeps communal areas clean, and well maintained	TPS	Not yet available
TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods	TPS	Not yet available
TP12: Satisfaction with the landlord's approach to handling of anti-social behaviour	TPS	Not yet available
NM01: Anti-social behaviour cases relative to the size of the landlord	LD	Not yet available