

Appendix 1 – Regulator of Social Housing proposed Tenant Satisfaction Measures

	Measure	Comment
TP01	Overall satisfaction with service provided by landlord	
Keeping properties in good repair		
RP01	Proportion of homes that do not meet the Decent Homes Standard	
RP02	Non-emergency (responsive) repairs completed within target timescale	Will be required to also submit our target timescale for context
TP02	Satisfaction with repairs service	Only asked to those who have had a repair within the last 12 months
TP03	Satisfaction with time taken to complete most recent repair	Only asked to those who have had a repair within the last 12 months
Maintaining building safety		
BS01	Proportion of homes for which all required gas safety checks have been carried out	To be measured based on individual properties rather than the check / assessment itself e.g. if a required FRA on a block of 100 flats is outstanding then the TSM would reflect that these 100 homes did not have all required FRA's in place. Also needs to include properties where statutory obligation for these checks sits with a third party e.g. where a BHM home is within a building owned by a third party freeholder.
BS02	Proportion of homes for which all required FRA's have been carried out	
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	
TP04	Satisfaction that the home is well maintained and safe to live in	
Respectful and helpful engagement		
TP05	Satisfaction that the landlord listens to tenant views and acts upon them	
TP06	Satisfaction that the landlord keeps tenants informed about things that matter to them	
TP07	Agreement that the landlord treats tenants fairly and with respect	
Responsible neighbourhood management		
NM01	ASB cases relative to size of landlord	Number of ASB cases opened per 1000 homes by or on behalf of the registered provider
TP08	Satisfaction that the landlord keeps communal areas clean, safe and well maintained	Only asked to those who live in a building with internal and/or external communal areas
TP09	Satisfaction that the landlord makes a positive contribution to neighbourhoods	
TP10	Satisfaction with the landlords approach to handling ASB	
Effective handling of complaints		
CH01	Complaints relative to size of landlord	Number of: <ul style="list-style-type: none"> • Stage one complaints received per 1000 homes during the reporting year • Stage two complaints received per 1000 homes during the reporting year Definitions of 'complaint', 'stage one' and 'stage two' must match that of the Ombudsman's code

CH02	Complaints responded to within the Ombudsman's Complaints Handling Code timescales	Proportion of: <ul style="list-style-type: none"> • Stage one complaints responded to within the Ombudsman's timescales • Stage two complaints responded to within the Ombudsman's timescales
TP11	Satisfaction with landlords approach to handling complaints	
TP12	Tenant knowledge of how to make a complaint	Measured via agreement with the statement: "I know how to make a complaint to my landlord if I am not happy with the service I receive"