

## **Appendix 3 - Draft Tenant Satisfaction Measures** (taken directly from the White Paper)

### Theme: Keeping properties in good repair

- Decent Homes Standard compliance.
- Responsive repairs completed right first time.
- Tenant satisfaction with landlord's repairs and maintenance service.

### Theme: Maintaining building safety

- Compliance with health and safety obligations:
  - Gas safety
  - Electrical safety
  - Fire safety
  - Asbestos
  - Water safety
  - Lift safety
- Tenant satisfaction with the health and safety of their home.

### Theme: Effective handling of complaints

- Number of complaints relative to the size of the landlord.
- Percentage of complaints resolved within agreed timescale.
- Tenant satisfaction with landlord's complaints handling.

### Theme: Respectful and helpful engagement

- Number of complaints relating to fairness and/or respect, relative to the size of the landlord.
- Tenant satisfaction that their landlord listens to their views and takes notice of them.
- Tenant satisfaction with landlord's engagement with tenants.

### Theme: Responsible neighbourhood management

- Percentage of communal areas meeting the required standard.
- Number of complaints relating to communal areas, relative to the size of the landlord.
- Tenant satisfaction with landlord actions to keep communal areas clean and safe.
- Tenant satisfaction with landlord contribution to the neighbourhood associated with their home.
- Number of complaints relating to anti-social behaviour, relative to the size of the landlord.
- Tenant satisfaction with landlord's handling of anti-social behaviour.

### Theme: Executive remuneration

- Chief Executive or equivalent salary, relative to the size of the landlord.
- Executive remuneration, relative to the size of the landlord.

### Theme: Efficiency and effectiveness

- Management costs, relative to the size of the landlord.

### Theme: Overall

- Tenant overall satisfaction with the service their landlord provides.