

Draft Tenant Satisfaction Measures

| Theme | Draft tenant satisfaction measures |
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| Keeping properties in good repair | <ul style="list-style-type: none"> • Decent Homes Standard compliance • Responsive repairs completed right first time • Tenant satisfaction with landlord's repairs and maintenance service |
| Maintaining building safety | <p>Compliance with health and safety obligations:</p> <ul style="list-style-type: none"> • Gas safety • Electrical safety • Fire safety • Asbestos • Water safety • Lift safety • Tenant satisfaction with the health and safety of their home |
| Effective handling of complaints | <ul style="list-style-type: none"> • Number of complaints relative to the size of the landlord • % of complaints resolved within agreed timescale • Tenant satisfaction with landlord's complaints handling |
| Respectful and helpful engagement | <ul style="list-style-type: none"> • Number of complaints relating to fairness and/or respect, • Tenant satisfaction that their landlord listens to their views and takes notice of them • Tenant satisfaction with landlord's engagement with tenants |
| Responsible neighbourhood management | <ul style="list-style-type: none"> • % of communal areas meeting the required standard (yet to be defined by the tenant scrutiny group) • Number of complaints relating to communal areas • 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, Tenant satisfaction with landlord's handling of anti-social behaviour |
| Overall | <ul style="list-style-type: none"> • Overall Tenant satisfaction with the service their landlord provides |