

Appendix 2 – Draft Tenant Satisfaction Measures (Box A) and Draft Financial Measure (Box B)

Box A: Draft Tenant Satisfaction Measures

Theme	Draft tenant satisfaction measures
Keeping properties in good repair	Decent Homes Standard compliance
	Responsive repairs completed right first time
	Tenant satisfaction with landlord’s repairs and maintenance service
Maintaining building safety	Compliance with health and safety obligations:
	Gas safety
	Electrical safety
	Fire safety
	Asbestos
	Water safety
	Lift safety
Effective handling of complaints	Tenant satisfaction with the health and safety of their home
	Number of complaints relative to the size of the landlord
	% of complaints resolved within agreed timescale
Respectful and helpful engagement	Tenant satisfaction with landlord’s complaints handling
	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
Responsible neighbourhood management	Tenant satisfaction with landlord’s engagement with tenants
	% 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
Overall	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
Overall	Tenant overall satisfaction with the service their landlord provides

Appendix 2 – Draft Tenant Satisfaction Measures (Box A) and Draft Financial Measure (Box B)

Box B: Draft Financial Measures

Theme	Draft financial measures
Executive remuneration	Chief Executive or equivalent salary, relative to the size of the landlord
	Executive remuneration, relative to the size of the landlord
Efficiency and effectiveness	Management costs, relative to the size of the landlord