

## **Appendices A**

The main summary of the measures are listed below

### **TSMs collected from tenant perception surveys**

- TP01 Overall satisfaction
- TP02 Satisfaction with repairs
- TP03 Satisfaction with time taken to complete most recent repair
- TP04 Satisfaction that the home is well maintained
- TP05 Satisfaction that the home is safe
- TP06 Satisfaction that the landlord listens to tenant views and acts upon them
- TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them
- TP08 Agreement that the landlord treats tenants fairly and with respect
- TP09 Satisfaction with the landlord's approach to handling complaints
- TP10 Satisfaction that the landlord keeps communal areas clean and well maintained
- TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods
- TP12 Satisfaction with the landlord's approach to handling anti-social behaviour

### **TSMs generated from management information**

- CH01 Complaints relative to the size of the landlord
- CH02 Complaints responded to within Complaint Handling Code timescales
- NM01 Anti-social behaviour cases relative to the size of the landlord
- RP01 Homes that do not meet the Decent Homes Standard
- RP02 Repairs completed within target timescale
- BS01 Gas safety checks
- BS02 Fire safety checks
- BS03 Asbestos safety checks
- BS04 Water safety checks
- BS05 Lift safety checks