

Satisfaction

TP01 - Proportion of respondents who report that they are satisfied with the overall service from their landlord

TP02 - Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service

TP03 - Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair

TP04 - Proportion of respondents who report that they are satisfied that their home is well maintained

TP05 - Proportion of respondents who report that they are satisfied that their home is safe

TP06 - Proportion of respondents who report that they are satisfied that their landlord listens to tenants views and acts upon them

TP07 - Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them

TP08 - Proportion of respondents who report that they agree their landlord treats them fairly and with respect

TP09 - Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlords approach to complaints handling

TP10 - Proportion of residents with communal area who report that they are satisfied that their landlord keeps communal areas clean and well maintained

TP11 - Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood

TP12 - Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour

Management

CH01 Complaints relative to the size of the landlord Stage 1

CH01 Complaints relative to the size of the landlord Stage 2

CH02 Complaints responded to within Complaint Handling Code timescales Stage 1

CH02 Complaints responded to within Complaint Handling Code timescales Stage 2

NM01 Anti-social behaviour cases relative to the size of the landlord

NM01 Anti-social behaviour cases relative to the size of the landlord - Hate Incidents

RP01 Homes that do not meet the Decent Homes Standard

RP02 Repairs completed within target timescale - Non-Emergency

RP02 Repairs completed within target timescale - Emergency

BS01 Gas safety checks

BS02 Fire safety checks

BS03 Asbestos safety checks

BS04 Water safety checks

BS05 Lift safety checks

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