

Appendix A

TSMs to be collected from tenant participation 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 and safe to live in
TP05	Satisfaction that the landlord listens to tenant views and acts upon them
TP06	Satisfaction that the landlord keeps tenants informed about things that matter to them
TP07	Agreement that the landlord treats tenants fairly and with respect
TP08	Satisfaction that the landlord keeps communal areas clean, safe and well maintained
TP09	Satisfaction that the landlord makes a positive contribution to neighbourhoods
TP10	Satisfaction with the landlord's approach to handling of anti-social behaviour
TP11	Satisfaction with the landlord's approach to handling of complaints
TP12	Tenant knowledge of how to make a complaint

TSMs to be generated from landlord management information systems

CH01	Complaints relative to the size of the landlord
CH02	Complaints responded to within Complaint Handling Code timescales
NM01	Antisocial 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