



Regulator of  
Social Housing

# Tenant Satisfaction Measures

Technical requirements

April 2023

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## Introduction

1. The Tenant Satisfaction Measures Standard requires all registered providers to generate and report tenant satisfaction measures (TSMs) as specified by the regulator. This document, *Tenant Satisfaction Measures: Technical Requirements*, sets out the TSMs as defined by the regulator and requirements of the regulator in relation to these TSMs that all registered providers must meet. This document sits alongside *Tenant Satisfaction Measures: Tenant Survey Requirements*, which sets out further requirements as to how providers are required to conduct tenant perception surveys to generate a subset of TSMs ('tenant perception measures').
2. The TSMs are a core set of performance measures against which all providers must publish their performance. Providers are not restricted from collecting or publishing additional performance measures or information alongside the TSMs. In addition to its specific expectations, the TSM Standard includes the required outcome that providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance – providers need to determine what information they need to report to meet this outcome beyond the TSMs specified in this document.
3. The central aims of the TSMs are to provide tenants with greater transparency about their landlord's performance and inform the regulator about how a landlord is complying with consumer standards. To achieve these aims it is critical that TSMs are calculated and reported by providers on a consistent basis.
4. A summary of the TSMs is set out in Table 1 overleaf. The remainder of this document is structured as follows:
  - Section 1 – Common requirements that apply across all TSMs.
  - Section 2 – Definitions and specific requirements for each TSM.

**Table 1: Summary of Tenant Satisfaction Measures**

<b>Code</b>	<b>Issue</b>
<b>TSMs collected from tenant perception surveys</b>	
<b>TP01</b>	Overall satisfaction
<b>TP02</b>	Satisfaction with repairs
<b>TP03</b>	Satisfaction with time taken to complete most recent repair
<b>TP04</b>	Satisfaction that the home is well maintained
<b>TP05</b>	Satisfaction that the home is safe
<b>TP06</b>	Satisfaction that the landlord listens to tenant views and acts upon them
<b>TP07</b>	Satisfaction that the landlord keeps tenants informed about things that matter to them
<b>TP08</b>	Agreement that the landlord treats tenants fairly and with respect
<b>TP09</b>	Satisfaction with the landlord's approach to handling complaints
<b>TP10</b>	Satisfaction that the landlord keeps communal areas clean and well maintained
<b>TP11</b>	Satisfaction that the landlord makes a positive contribution to neighbourhoods
<b>TP12</b>	Satisfaction with the landlord's approach to handling anti-social behaviour
<b>TSMs generated from management information</b>	
<b>CH01</b>	Complaints relative to the size of the landlord
<b>CH02</b>	Complaints responded to within Complaint Handling Code timescales
<b>NM01</b>	Anti-social behaviour cases relative to the size of the landlord
<b>RP01</b>	Homes that do not meet the Decent Homes Standard
<b>RP02</b>	Repairs completed within target timescale
<b>BS01</b>	Gas safety checks
<b>BS02</b>	Fire safety checks
<b>BS03</b>	Asbestos safety checks
<b>BS04</b>	Water safety checks
<b>BS05</b>	Lift safety checks

## Common Tenant Satisfaction Measures requirements

5. This Section sets out requirements that apply across the TSMs to all registered providers.<sup>1</sup>

### TSMs to be reported by providers

6. All registered providers that own relevant social housing stock must calculate and publish all TSMs on an annual basis in accordance with all requirements of this document and *Tenant Satisfaction Measures: Tenant Survey Requirements*.
7. Providers must report each TSM using the specific description and calculation of each TSM set out in Section 2. For example, following the requirements in Section 2 and the example survey responses in Table 2, the provider would be required to publish the TSM TP01 as follows:

Proportion of respondents who report that they are satisfied with the overall service from their landlord.	70%
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8. Other specific requirements on the basis for calculating and reporting for each TSM are set out in Section 2. For tenant perception measures (TP01-TP12), providers must adhere to all requirements in *Tenant Satisfaction Measures: Tenant Survey Requirements*. These requirements include question wording and response options that providers are required to use in tenant perception surveys to generate each tenant perception measure.

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<sup>1</sup> Every reference to 'registered providers' and 'providers' in this document relates to registered providers of social housing.

**Table 2: Illustration of calculation of TP01 – Overall Satisfaction**

<b>Illustrative number of responses to tenant perception survey question, “taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?”</b>	
Very satisfied	200 <b>(A)</b>
Fairly satisfied	500 <b>(B)</b>
Neither satisfied nor dissatisfied	200
Fairly dissatisfied	50
Very dissatisfied	50
<b>Total responses</b>	1,000 <b>(C)</b>
<b>TP01 calculation:</b> $[(200 (A) + 500 (B)) / 1,000 (C)] \times 100 = 70\%$	

## Level of reporting

9. TSMs must be reported on a **registered group basis**. This means:
  - Registered group parents must report consolidated TSMs for the group, calculated on the basis of all relevant social housing stock owned by themselves and all subsidiary registered providers. Registered group parents are not required to report separate TSMs for individual registered providers within the group.
  - A registered provider that is a member of a group structure, whose parent company is not a registered provider, and which does not have a registered provider subsidiary, must report TSMs in respect of itself only.
  - A registered provider not in a group structure must report TSMs for their own organisation only.
  
10. For the purposes of reporting TSMs, registered providers are defined as being members of a **group structure** if they are subsidiaries and associates of one another within the meaning of those terms as set out in Section 271 of the Housing and Regeneration Act 2008. A **registered group parent** is a registered provider of social housing which has one or more relevant social housing stock owning registered provider subsidiaries, but which is not itself a subsidiary of another registered provider.

## Relevant social housing stock

11. All TSMs must be reported for either or both of the following two stock types:
  - Low Cost Rental Accommodation (LCRA). This includes for example general needs, supported housing, intermediate rent and temporary social housing.
  - Low Cost Home Ownership (LCHO). This includes, for example, shared ownership properties (which have not been fully staircased).
12. Section 2 of this document specifies the relevant stock types that must be included in each TSM.
13. **LCRA stock** and **LCHO** are defined according to their respective definitions in sections 69 and 70 of the Housing and Regeneration Act 2008 ('the Act'). Reporting of TSMs for LCHO must not include 'fully staircased properties' i.e. properties once occupied under LCHO arrangements but where the occupier for example acquired a 100% share of a shared ownership property or repaid an equity loan on a shared equity property in full. For the purposes of this document, the term 'tenant' refers to any resident of LCRA or LCHO stock owned by a provider.
14. Dwelling units that are not LCRA or LCHO – for example non-social housing, leasehold and other dwelling units that are only social housing by virtue of legacy provisions in the Act<sup>2</sup> – should not be included in the TSMs.

## Dwelling units

15. Many of the TSMs are defined in terms of numbers of dwelling units owned by providers. For the purposes of the TSMs each of the following is a single **dwelling unit**:
  - a self-contained unit
  - a bedspace in non-self-contained housing.<sup>3</sup>
16. The headline TSM descriptions in Section 2 use 'homes' to refer to dwelling units in order to use terminology more likely to be familiar to tenants. Any reference to homes in the TSMs should be understood as a reference to dwelling units.

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<sup>2</sup> Legacy provisions are those set out in Section 77 of the Housing and Regeneration Act (2008). Leasehold stock is stock for which a leasehold interest has been sold to an occupier, where the provider retains a freehold interest or a superior leasehold interest, but that does not fall under the definition of LCRA or LCHO.

<sup>3</sup> Non-self-contained housing is that which requires the sharing of some or all of living, cooking, bathroom or toilet amenities. A bedspace is a single space for a person in such a property (e.g. a bed in a hostel or in a private room in a shared house)

17. The building safety TSMs require providers to report the number of dwelling units for which all specified safety checks have been carried out (BS01-BS05). Statutory obligations require providers to conduct a range of safety checks, including on individual dwelling units but also on communal parts or whole buildings that contain multiple dwellings units. For the purposes of the building safety TSMs, providers must ensure that all specified checks that could affect the safety of individual dwelling units have been carried out<sup>4</sup>. For example, following the requirements in Section 2 and the example calculation in Table 3, the provider would be required to publish the TSM BS02 as follows:

Proportion of homes for which all required fire risk assessments have been carried out.	<b>33%</b>
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**Table 3: Illustration of calculation of BS02 – fire safety checks**

Properties with communal parts that require fire risk assessments (FRAs)	No. of relevant dwelling units	FRA carried out
<b>Tower block 1</b>	50 (A)	Yes
<b>Tower block 2</b>	100	No
<b>Total</b>	150 (B)	-
<b>BS02 calculation:</b> $[50 (A) / 150 (B)] \times 100 = 33\%$		

18. As a further example, following the requirements in Section 2 and the example calculation in Table 4, the provider would be required to publish the TSM BS01 as follows:

Proportion of homes for which all required gas safety checks have been carried out.	<b>89%</b>
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<sup>4</sup> If multiple safety checks are required for a dwelling unit (e.g. both within the dwelling and on any communal parts that serve the dwelling), providers must ensure that all these checks have been carried out to report compliance for the dwelling unit – dwelling units must therefore not be double counted when calculating the TSM.



**Table 4: Illustration of calculation of BS01 – gas safety checks**

Dwelling units for which gas safety checks are required	No. of relevant dwelling units	Gas safety checks carried out
Flats in tower block 1 served by communal gas boiler	50 (A)	Yes, on communal boiler
Flats in tower block 2 served by communal gas boiler	100	No. Communal boiler does not have required check
Houses with individual gas appliances	9,000 (B)	Yes
	1,000	No
<b>Total dwelling units for which gas safety checks are required</b>	<b>10,150 (C)</b>	
<b>BS01 calculation: <math>[(50 (A) + 9,000 (B)) / 10,150 (C)] \times 100 = 89\%</math></b>		

## Ownership

19. For the purposes of reporting TSMs, a provider owns a dwelling unit when it: (a) holds the freehold title or a leasehold interest in that property; and (b) is the body with a direct legal relationship with the occupants of the dwelling unit (this body is often described as the landlord). Dwelling units owned by one provider but managed by another organisation - such as a managing agent, Arms Length Management Organisation or Tenant Management Organisation, or under a Private Finance Initiative (PFI) arrangement - must be reported by the owner. Dwelling units must not be reported as being owned by more than one provider.

## Reporting year and year end dates

20. Providers that own 1,000 or more dwelling units of relevant social housing stock<sup>5</sup> must collect information and report TSMs annually pertaining to a **reporting year** that runs from **1 April to 31 March**. Where this document requires information to be calculated as at **year end** such providers must report information as at **31 March**.

<sup>5</sup> That is, 1,000 or more of low cost rental accommodation and low cost home ownership units combined. For providers in a group, units are measured at a registered group level.

21. Providers with fewer than 1,000 dwelling units of relevant social housing stock (small providers)<sup>6</sup> are permitted to collect and report TSMs pertaining to a reporting year other than 1 April to 31 March. This is a proportionate approach for small providers who can, for example, use a reporting year for TSMs that aligns with their particular financial reporting year. Similarly where this document requires information to be calculated at 'year end', such providers are permitted to report information at a date other than 31 March. Small providers must use the same reporting start and end dates year-on-year for all TSMs, except where there is a compelling reason not to do so (e.g., the provider adopts a new financial reporting year), and clearly report which reporting year the TSMs relate to.

### Data protection and confidentiality

22. Providers must ensure they and any contractors are compliant with the relevant privacy and data protection legislation when processing personal data. This includes all processing, including during the collection of TSM data and in the publication of results. Providers must protect respondent confidentiality in order to protect tenants and give respondents confidence to give honest feedback in tenant perception surveys.
23. Providers with fewer than 1,000 dwelling units of relevant social housing stock must take a proportionate approach to TSMs in order to protect tenant confidentiality. For the smallest of these providers, it may be difficult to protect the anonymity of individual tenants if TSM information is published in full. It is permissible for at least some TSMs and supporting analysis to be omitted from published information if providers judge this to be a material risk.

### Responsibility for accuracy

24. It is ultimately the responsibility of Boards of private registered providers and governing bodies of local authority registered providers to ensure that reported TSMs have been calculated accurately and in accordance with regulatory requirements. This is both a general expectation of providers and required under specific expectation 2.3 of the TSM Standard.

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<sup>6</sup> That is, providers owning fewer than 1,000 low cost rental accommodation and low cost home ownership units combined (for providers in a group, units are measured at a registered group level). Such providers are termed 'small providers' for the purposes of the requirements in this document.

## Definitions and specific requirements for each TSM

### Tenant perception measures

<b>TP01 – Overall satisfaction</b>	
Tenant Satisfaction Measure	Proportion of respondents who report that they are satisfied with the overall service from their landlord.
TSM calculation	<p>A. Number of respondents (weighted where required) who reported they are very satisfied.</p> <p><i>FIRST added to</i></p> <p>A. Number of respondents (weighted where required) who reported they are fairly satisfied.</p> <p><i>THEN divided by</i></p> <p>B. Number of respondents (weighted where required) who answered the question (not including any tenants who gave an unprompted not known or not applicable response).</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<p><b>LCRA</b> and/or <b>LCHO</b> stock as required in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means:</p> <ul style="list-style-type: none"> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCRA</b> must report this TSM for <b>LCRA</b> stock specifically.</li> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCHO</b> must report this TSM for <b>LCHO</b> stock specifically.</li> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCRA</b> and 1,000 or more dwelling units of <b>LCHO</b> must report this TSM for LCRA stock and LCHO stock separately.</li> <li>▪ Providers that own fewer than 1,000 dwelling units of <b>LCRA</b> and fewer than 1,000 dwelling units of <b>LCHO</b> can choose to report tenant perception measures for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined.</li> </ul>
Further requirements	<p>Providers must follow the requirements in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i> in generating survey responses used to calculate this TSM.</p> <p>Providers must use question wording and response options set out in Table 2 in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means that the question wording must be as follows – ‘Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?’ – and providers must <u>not</u> include a ‘don’t know’, ‘not applicable’ or similar response when asking this question. They must however allow tenants who answer in this way unprompted to move on with the other questions in the survey.</p> <p>Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. These requirements relate to total survey responses, as defined in that document, rather than responses to each individual TSM question.</p>

<b>TP02 – Satisfaction with repairs</b>	
Tenant Satisfaction Measure	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.
TSM calculation	<p>A. Number of respondents (weighted where required) who reported they are very satisfied.</p> <p><i>FIRST added to</i></p> <p>B. Number of respondents (weighted where required) who reported they are fairly satisfied.</p> <p><i>THEN divided by</i></p> <p>C. Number of respondents (weighted where required) who answered the question (not including any tenants who reported they have not received a repair in the last 12 months or who gave an unprompted not known or not applicable response).</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<b>LCRA</b> stock only.
Further requirements	<p>Providers must follow the requirements in Tenant Satisfaction Measures: Tenant Survey Requirements in generating this TSM.</p> <p>Providers must use question wording and response options set out in Table 2 in Tenant Satisfaction Measures: Tenant Survey Requirements. This means that the question wording must be as follows – ‘Has [your landlord] carried out a repair to your home in the last 12 months?’ If yes, ‘How satisfied or dissatisfied are you with the overall repairs service from [your landlord] over the last 12 months?’ – and that providers must <u>not</u> include a ‘don’t know’, ‘not applicable’ or similar response when asking this question. They must however allow tenants who answer in this way unprompted to move on with the other questions in the survey.</p> <p>Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in Tenant Satisfaction Measures: Tenant Survey Requirements. These requirements relate to total survey responses, as defined in that document, rather than responses to each individual TSM question.</p> <p>Where TP02 and TP03 are asked consecutively (or where survey routing is used) it is permissible to ask the first part of the question once, as long as all tenants who report they have received a repair in the last year (and only these tenants) are able to answer both questions.</p>

<b>TP03 – Satisfaction with time taken to complete most recent repair</b>	
Tenant Satisfaction Measure	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.
TSM calculation	<p>A. Number of respondents (weighted where required) who reported they are very satisfied.</p> <p><i>FIRST added to</i></p> <p>B. Number of respondents (weighted where required) who reported they are fairly satisfied.</p> <p><i>THEN divided by</i></p> <p>C. Number of respondents (weighted where required) who answered the question (not including any tenants who reported they have not received a repair in the last 12 months or who gave an unprompted not known or not applicable response).</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<b>LCRA</b> stock only.
Further requirements	<p>Providers must follow the requirements in Tenant Satisfaction Measures: Tenant Survey Requirements.</p> <p>Providers must use question wording and response options set out in Table 2 in Tenant Satisfaction Measures: Tenant Survey Requirements. This means that the question wording must be as follows – ‘Has [your landlord] carried out a repair to your home in the last 12 months?’ If yes, ‘How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?’ – and that providers must <u>not</u> include a ‘don’t know’, ‘not applicable’ or similar response when asking this question. They must however allow tenants who answer in this way unprompted to move on with the other questions in the survey.</p> <p>Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in Tenant Satisfaction Measures: Tenant Survey Requirements. These requirements relate to total survey responses, as defined in that document, rather than responses to each individual TSM question.</p> <p>Where TP02 and TP03 are asked consecutively (or where survey routing is used) it is permissible to ask the first part of the question once, as long as all tenants who report they have received a repair in the last year (and only these tenants) are able to answer both questions.</p>

<b>TP04 – Satisfaction that the home is well maintained</b>	
Tenant Satisfaction Measure	Proportion of respondents who report that they are satisfied that their home is well maintained
TSM calculation	<p>A. Number of respondents (weighted where required) who reported they are very satisfied.</p> <p><i>FIRST added to</i></p> <p>B. Number of respondents (weighted where required) who reported they are fairly satisfied.</p> <p><i>THEN divided by</i></p> <p>C. Number of respondents (weighted where required) who answered the question (not including any tenants who gave an unprompted not known or not applicable response).</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<b>LCRA</b> stock only.
Further requirements	<p>Providers must follow the requirements in Tenant Satisfaction Measures: Tenant Survey Requirements.</p> <p>Providers must use question wording and response options set out in Table 2 in Tenant Satisfaction Measures: Tenant Survey Requirements. This means that the question wording must be as follows – ‘How satisfied or dissatisfied are you that [your landlord] provides a home that is well maintained?’ – and that providers must <u>not</u> include a ‘don’t know’, ‘not applicable’ or similar response when asking this question. They must however allow tenants who answer in this way unprompted to move on with the other questions in the survey.</p> <p>Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in Tenant Satisfaction Measures: Tenant Survey Requirements. These requirements relate to total survey responses, as defined in that document, rather than responses to each individual TSM question.</p>

<b>TP05 – Satisfaction that the home is safe</b>	
Tenant Satisfaction Measure	Proportion of respondents who report that they are satisfied that their home is safe
TSM calculation	<p>A. Number of respondents (weighted where required) who reported they are very satisfied.</p> <p><i>FIRST added to</i></p> <p>B. Number of respondents (weighted where required) who reported they are fairly satisfied.</p> <p><i>THEN divided by</i></p> <p>C. Number of respondents (weighted where required) who answered the question (not including any tenants who answered ‘not applicable/ don’t know’).</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<p><b>LCRA</b> and/or <b>LCHO</b> stock as required in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means:</p> <ul style="list-style-type: none"> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCRA</b> must report this TSM for <b>LCRA</b> stock specifically.</li> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCHO</b> must report this TSM for <b>LCHO</b> stock specifically.</li> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCRA</b> and 1,000 or more dwelling units of <b>LCHO</b> must report this TSM for LCRA stock and LCHO stock separately.</li> <li>▪ Providers that own fewer than 1,000 dwelling units of <b>LCRA</b> and fewer than 1,000 dwelling units of <b>LCHO</b> can choose to report tenant perception measures for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined.</li> </ul>
Further requirements	<p>Providers must follow the requirements in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>.</p> <p>Providers must use question wording and response options set out in Table 2 in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means that the question wording must be as follows – “Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that [your landlord] provides a home that is safe?”– and that providers must include a ‘not applicable / don’t know’ response when asking this question.</p> <p>Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. These requirements relate to total survey responses, as defined in that document, rather than responses to each individual TSM question.</p>

<b>TP06 – Satisfaction that the landlord listens to tenant views and acts upon them</b>	
Tenant Satisfaction Measure	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them
TSM calculation	<p>A. Number of respondents (weighted where required) who reported they are very satisfied.</p> <p><i>FIRST added to</i></p> <p>B. Number of respondents (weighted where required) who reported they are fairly satisfied.</p> <p><i>THEN divided by</i></p> <p>C. Number of respondents (weighted where required) who answered the question (not including any tenants who answered ‘not applicable/ don’t know’).</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<p><b>LCRA</b> and/or <b>LCHO</b> stock as required in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means:</p> <ul style="list-style-type: none"> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCRA</b> must report this TSM for <b>LCRA</b> stock specifically.</li> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCHO</b> must report this TSM for <b>LCHO</b> stock specifically.</li> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCRA</b> and 1,000 or more dwelling units of <b>LCHO</b> must report this TSM for LCRA stock and LCHO stock separately.</li> <li>▪ Providers that own fewer than 1,000 dwelling units of <b>LCRA</b> and fewer than 1,000 dwelling units of <b>LCHO</b> can choose to report tenant perception measures for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined.</li> </ul>
Further requirements	<p>Providers must follow the requirements in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>.</p> <p>Providers must use question wording and response options set out in Table 2 in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means that the question wording must be as follows – ‘How satisfied or dissatisfied are you that [your landlord] listens to your views and acts upon them?’ and that providers must include a ‘not applicable / don’t know’ response when asking this question.</p> <p>Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. These requirements relate to total survey responses, as defined in that document, rather than responses to each individual TSM question.</p>



<b>TP07 – Satisfaction that the landlord keeps tenants informed about things that matter to them</b>	
Tenant Satisfaction Measure	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them
TSM calculation	<p>A. Number of respondents (weighted where required) who reported they are very satisfied.</p> <p><i>FIRST added to</i></p> <p>B. Number of respondents (weighted where required) who reported they are fairly satisfied.</p> <p><i>THEN divided by</i></p> <p>C. Number of respondents (weighted where required) who answered the question (not including any tenants who answered ‘not applicable/ don’t know’).</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<p><b>LCRA</b> and/or <b>LCHO</b> stock as required in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means:</p> <ul style="list-style-type: none"> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCRA</b> must report this TSM for <b>LCRA</b> stock specifically.</li> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCHO</b> must report this TSM for <b>LCHO</b> stock specifically.</li> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCRA</b> and 1,000 or more dwelling units of <b>LCHO</b> must report this TSM for LCRA stock and LCHO stock separately.</li> <li>▪ Providers that own fewer than 1,000 dwelling units of <b>LCRA</b> and fewer than 1,000 dwelling units of <b>LCHO</b> can choose to report tenant perception measures for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined.</li> </ul>
Further requirements	<p>Providers must follow the requirements in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>.</p> <p>Providers must use question wording and response options set out in Table 2 in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means that the question wording must be as follows – ‘How satisfied or dissatisfied are you that [your landlord] keeps you informed about things that matter to you?’ – and that providers must include a ‘not applicable / don’t know’ response when asking this question.</p> <p>Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. These requirements relate to total survey responses, as defined in that document, rather than responses to each individual TSM question.</p>

<b>TP08 – Agreement that the landlord treats tenants fairly and with respect</b>	
Tenant Satisfaction Measure	Proportion of respondents who report that they agree their landlord treats them fairly and with respect
TSM calculation	<p>A. Number of respondents (weighted where required) who reported they strongly agreed.</p> <p><i>FIRST added to</i></p> <p>B. Number of respondents (weighted where required) who reported they agreed.</p> <p><i>THEN divided by</i></p> <p>C. Number of respondents (weighted where required) who answered the question (not including any tenants who answered ‘not applicable/ don’t know’).</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<p><b>LCRA</b> and/or <b>LCHO</b> stock as required in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means:</p> <ul style="list-style-type: none"> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCRA</b> must report this TSM for <b>LCRA</b> stock specifically.</li> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCHO</b> must report this TSM for <b>LCHO</b> stock specifically.</li> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCRA</b> and 1,000 or more dwelling units of <b>LCHO</b> must report this TSM for LCRA stock and LCHO stock separately.</li> <li>▪ Providers that own fewer than 1,000 dwelling units of <b>LCRA</b> and fewer than 1,000 dwelling units of <b>LCHO</b> can choose to report tenant perception measures for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined.</li> </ul>
Further requirements	<p>Providers must follow the requirements in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>.</p> <p>Providers must use question wording and response options set out in Table 2 in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means that the question wording must be as follows – ‘To what extent do you agree or disagree with the following “[my landlord] treats me fairly and with respect”?’ – and that providers must include a ‘not applicable / don’t know’ response when asking this question.</p> <p>Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. These requirements relate to total survey responses, as defined in that document, rather than responses to each individual TSM question.</p>

<b>TP09 – Satisfaction with the landlord’s approach to handling complaints</b>	
Tenant Satisfaction Measure	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord’s approach to complaints handling
TSM calculation	<p>A. Number of tenants (weighted where required) who reported they made a complaint in the last 12 months and are very satisfied.</p> <p><i>FIRST added to</i></p> <p>B. Number of tenants (weighted where required) who reported they made a complaint in the last 12 months and are fairly satisfied.</p> <p><i>THEN divided by</i></p> <p>C. Number of respondents (weighted where required) who reported they made a complaint in the last 12 months (not including any tenants who reported making a complaint and gave an unprompted not known or not applicable response to the second part of the question).</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<p><b>LCRA</b> and/or <b>LCHO</b> stock as required in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means:</p> <ul style="list-style-type: none"> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCRA</b> must report this TSM for <b>LCRA</b> stock specifically.</li> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCHO</b> must report this TSM for <b>LCHO</b> stock specifically.</li> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCRA</b> and 1,000 or more dwelling units of <b>LCHO</b> must report this TSM for LCRA stock and LCHO stock separately.</li> <li>▪ Providers that own fewer than 1,000 dwelling units of <b>LCRA</b> and fewer than 1,000 dwelling units of <b>LCHO</b> can choose to report tenant perception measures for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined.</li> </ul>
Further requirements	<p>Providers must follow the requirements in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>.</p> <p>Providers must use question wording and response options set out in Table 2 in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means that the question wording must be as follows – ‘Have you made a complaint to [your landlord] in the last 12 months? If yes, ‘How satisfied or dissatisfied are you with [your landlord]’s approach to complaints handling?’ – and that providers must <u>not</u> include a ‘don’t know’, ‘not applicable’ or similar response when asking this question. They must however allow tenants who answer in this way unprompted to move on with the other questions in the survey.</p> <p>Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. These requirements relate to total survey responses, as defined in that document, rather than responses to each individual TSM question.</p>

<b>TP10 – Satisfaction that the landlord keeps communal areas clean and well maintained</b>	
Tenant Satisfaction Measure	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.
TSM calculation	<p>A. Number of respondents (weighted where required) who reported they live in a building with communal areas and are very satisfied.</p> <p><i>FIRST added to</i></p> <p>B. Number of respondents (weighted where required) who reported they live in a building with communal areas and are fairly satisfied.</p> <p><i>THEN divided by</i></p> <p>C. Number of respondents (weighted where required) who reported that they live in a building with communal areas (not including any tenants who reported they have a communal area and gave an unprompted not known or not applicable response to the second part of the question).</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<p><b>LCRA</b> and/or <b>LCHO</b> stock as required in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means:</p> <ul style="list-style-type: none"> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCRA</b> must report this TSM for <b>LCRA</b> stock specifically.</li> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCHO</b> must report this TSM for <b>LCHO</b> stock specifically.</li> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCRA</b> and 1,000 or more dwelling units of <b>LCHO</b> must report tenant perception measures for LCRA stock and LCHO stock separately.</li> <li>▪ Providers that own fewer than 1,000 dwelling units of <b>LCRA</b> and fewer than 1,000 dwelling units of <b>LCHO</b> can choose to report this TSM for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined.</li> </ul>
Further requirements	<p>Providers must follow the requirements in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>.</p> <p>Providers must use question wording and response options set out in Table 2 in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means that the question wording must be as follows – ‘Do you live in a building with communal areas, either inside or outside, that [your landlord] is responsible for maintaining?’, If yes, ‘How satisfied or dissatisfied are you that [your landlord] keeps these communal areas clean and well maintained?’ – and that providers must include a ‘don’t know’ response when asking the first part of this question. Provider must <u>not</u> include a ‘don’t know’, ‘not applicable’ or similar response when asking the second part of the question. They must however allow tenants who answer in this way unprompted to move on with the other questions in the survey. Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. These requirements relate to total survey responses, as defined in that document, rather than responses to each individual TSM question.</p>

<b>TP11– Satisfaction that the landlord makes a positive contribution to neighbourhoods</b>	
Tenant Satisfaction Measure	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood
TSM calculation	<p>A. Number of respondents (weighted where required) who reported they are very satisfied.</p> <p><i>FIRST added to</i></p> <p>B. Number of respondents (weighted where required) who reported they are fairly satisfied.</p> <p><i>THEN divided by</i></p> <p>C. Number of respondents (weighted where required) who answered the question (not including any tenants who answered ‘not applicable/ don’t know’).</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<p><b>LCRA</b> and/or <b>LCHO</b> stock as required in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means:</p> <ul style="list-style-type: none"> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCRA</b> must report this TSM for <b>LCRA</b> stock specifically.</li> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCHO</b> must report this TSM for <b>LCHO</b> stock specifically.</li> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCRA</b> and 1,000 or more dwelling units of <b>LCHO</b> must report this TSM for LCRA stock and LCHO stock separately.</li> <li>▪ Providers that own fewer than 1,000 dwelling units of <b>LCRA</b> and fewer than 1,000 dwelling units of <b>LCHO</b> can choose to report tenant perception measures for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined.</li> </ul>
Further requirements	<p>Providers must follow the requirements in Tenant Satisfaction Measures: Tenant Survey Requirements.</p> <p>Providers must use question wording and response options set out in Table 2 in Tenant Satisfaction Measures: Tenant Survey Requirements. This means that the question wording must be as follows – ‘How satisfied or dissatisfied are you that [your landlord] makes a positive contribution to your neighbourhood?’ – and that providers must include a ‘not applicable / don’t know’ response when asking this question.</p> <p>Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in Tenant Satisfaction Measures: Tenant Survey Requirements. These requirements relate to total survey responses, as defined in that document, rather than responses to each individual TSM question.</p>

<b>TP12 – Satisfaction with the landlord’s approach to handling anti-social behaviour</b>	
Tenant Satisfaction Measure	Proportion of respondents who report that they are satisfied with their landlord’s approach to handling anti-social behaviour
TSM calculation	<p>A. Number of respondents (weighted where required) who reported they are very satisfied.</p> <p><i>FIRST added to</i></p> <p>B. Number of respondents (weighted where required) who reported they are fairly satisfied.</p> <p><i>THEN divided by</i></p> <p>C. Number of respondents (weighted where required) who answered the question (not including any tenants who answered ‘not applicable/ don’t know’).</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<p><b>LCRA</b> and/or <b>LCHO</b> stock as required in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means:</p> <ul style="list-style-type: none"> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCRA</b> must report this TSM for <b>LCRA</b> stock specifically.</li> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCHO</b> must report this TSM for <b>LCHO</b> stock specifically.</li> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCRA</b> and 1,000 or more dwelling units of <b>LCHO</b> must report this TSM for LCRA stock and LCHO stock separately.</li> <li>▪ Providers that own fewer than 1,000 dwelling units of <b>LCRA</b> and fewer than 1,000 dwelling units of <b>LCHO</b> can choose to report tenant perception measures for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined.</li> </ul>
Further requirements	<p>Providers must follow the requirements in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>.</p> <p>Providers must use question wording and response options set out in Table 2 in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. This means that the question wording must be as follows – ‘How satisfied or dissatisfied are you with [your landlord]’s approach to handling anti-social behaviour?’ – and that providers must include a ‘not applicable / don’t know’ response when asking this question.</p> <p>Providers must ensure that, as far as possible, survey responses used to calculate tenant perception measures are representative of the relevant tenant population. Further requirements on how providers must do this, including using weighting where appropriate, are set out in <i>Tenant Satisfaction Measures: Tenant Survey Requirements</i>. These requirements relate to total survey responses, as defined in that document, rather than responses to each individual TSM question.</p>

## TSMs generated from management information

<b>CH01 – Complaints relative to the size of the landlord</b>	
Tenant Satisfaction Measure	Number of: 1. stage one complaints and 2. stage two complaints received per 1,000 homes:
TSM calculation	<p>The two metrics to be reported must be calculated as follows:</p> <p><b>1. Stage one complaints</b></p> <p>A. Number of stage one complaints made by tenants in the relevant stock type during the reporting year.</p> <p><i>Divided by</i></p> <p>B. Number of dwelling units owned of the relevant stock type at year end.</p> <p><i>Multiplied by 1,000.</i></p> <p><b>2. Stage two complaints</b></p> <p>A. Number of stage two complaints made by tenants in the relevant stock type during the reporting year.</p> <p><i>Divided by</i></p> <p>B. Number of dwelling units owned of the relevant stock type at year end.</p> <p><i>Multiplied by 1,000.</i></p>
Stock types included	<p>Providers must report this TSM for <b>LCRA</b> and <b>LCHO</b> stock as follows:</p> <ul style="list-style-type: none"> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCRA</b> must report this TSM for <b>LCRA stock</b> specifically.</li> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCHO</b> must report this TSM for <b>LCHO stock</b> specifically.</li> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCRA</b> and 1,000 or more dwelling units of <b>LCHO</b> must report this TSM for both LCRA stock and LCHO stock separately.</li> <li>▪ Providers that own fewer than 1,000 dwelling units of <b>LCRA</b> and fewer than 1,000 dwelling units of <b>LCHO</b> can choose to report this TSM for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined. These providers must be able to demonstrate a proportionate and rational approach to making their decision, having regard to their stock profile. Providers must use the same stock basis for reporting CH01 and CH02 as they have used to report the tenant perception TSM TP09</li> </ul>
Further requirements	<p>Providers must follow the definition of ‘complaint’ set out in the Housing Ombudsman’s Complaint Handling Code. Similarly, for the purposes of this TSM, ‘stage one’ and ‘stage two’ have the same meanings as they do for the purposes of the Housing Ombudsman’s Complaint Handling Code. This code is available on the Housing Ombudsman’s website.</p>

Every complaint must be allocated to a single reporting year – as specified in Section 1 of this document – based on the date the complaint was made.

<b>CH02 – Complaints responded to within Complaint Handling Code timescales</b>	
Tenant Satisfaction Measure	<p>Proportion of:</p> <ol style="list-style-type: none"> <li>1. stage one complaints responded to <i>and</i></li> <li>2. stage two complaints responded to</li> </ol> <p>within the Housing Ombudsman’s Complaint Handling Code timescales.</p>
TSM calculation	<p>The two metrics to be reported must be calculated as follows:</p> <p><b>1. Stage one complaints response time</b></p> <p>A. Number of stage one complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman’s Complaint Handling Code timescale.</p> <p><i>Divided by:</i></p> <p>B. Number of stage one complaints made by tenants in the relevant stock type during the reporting year.</p> <p><i>Multiplied by 100.</i></p> <p><b>2. Stage two complaints response time</b></p> <p>A. Number of stage two complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman’s Complaint Handling Code timescale.</p> <p><i>Divided by</i></p> <p>B. Number of stage two complaints made by tenants in the relevant stock type during the reporting year.</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<p>Providers must report this TSM for <b>LCRA</b> and <b>LCHO</b> stock as follows:</p> <ul style="list-style-type: none"> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCRA</b> must report this TSM for <b>LCRA</b> stock (only).</li> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCHO</b> must report this TSM for <b>LCHO</b> stock (only).</li> <li>▪ Providers that own 1,000 or more dwelling units of <b>LCRA</b> and 1,000 or more dwelling units of <b>LCHO</b> must report this TSM for LCRA stock and LCHO stock separately.</li> <li>▪ Providers that own fewer than 1,000 dwelling units of <b>LCRA</b> and fewer than 1,000 dwelling units of <b>LCHO</b> can choose to report this TSM for LCRA (only), LCHO (only), LCRA and LCHO separately, or LCRA and LCHO combined. These providers must be able to demonstrate a proportionate and rational approach to making their decision, having regard to their stock profile. Providers must use the same stock basis for reporting CH01 and CH02 as they have used to report the tenant perception TSM TP09.</li> </ul>



**Tenant Satisfaction Measures:** Technical requirements

<p>Further requirements</p>	<p>Providers must follow the definition of 'complaint' and the maximum timescales for responses for each complaint stage set out in the Housing Ombudsman's Complaint Handling Code and associated guidance.</p> <p>Providers may only use different maximum timescales if a valid exception as set by the Complaints Handling Code and associated guidance applies. If this measure has been calculated using timescales which differ from those set in the Code, providers must report the maximum timescales used alongside the TSM and clarify that these diverge from the standard timelines in the Complaints Handling Code.</p> <p>For the purposes of this TSM, 'stage one' and 'stage two' have the same meanings as they do for the purposes of the Code. Every complaint must be allocated to a single reporting year – as specified in Section 1 of this document - based on the date the complaint was made.</p>
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<b>NM01 – Anti-social behaviour cases relative to the size of the landlord</b>	
Tenant Satisfaction Measure	Number of: <ol style="list-style-type: none"> <li>1. anti-social behaviour cases, <i>of which</i></li> <li>2. anti-social behaviour cases that involve hate incidents</li> </ol> opened per 1,000 homes.
TSM calculation	<p>The two metrics to be reported must be calculated as follows:</p> <p><b>1. Anti-social behaviour cases</b></p> <p>A. Total number of anti-social behaviour cases opened by or on behalf of the provider during the reporting year (including any ASB cases that involve hate incidents).</p> <p><i>Divided by</i></p> <p>B. Number of dwelling units owned of the relevant social housing stock at year end.</p> <p><i>Multiplied by 1,000.</i></p> <p><b>2. Anti-social behaviour cases that involve hate incidents</b></p> <p>A. Number of anti-social behaviour cases (as reported in part 1) that involve hate incidents opened by or on behalf of the provider during the reporting year.</p> <p><i>Divided by</i></p> <p>B. Number of dwelling units owned of the relevant social housing stock at year end.</p> <p><i>Multiplied by 1,000.</i></p>
Stock types included	<b>LCRA</b> and <b>LCHO</b> stock (combined).
Further requirements	<p>An ‘anti-social behaviour case’ is a log of activity undertaken by a provider in response to a report of anti-social behaviour to the provider from a tenant, representative, provider or contractor staff, service users or other individual or organisation. For the purposes of this TSM, total anti-social behaviour (ASB) cases must include any ASB cases that involve hate incidents.</p> <p>An ASB case can be in response to a single report/complaint of ASB, or multiple reports/complaints about the same party made whilst a case is still ongoing. Such further reports/complaints would not be counted as a further new case. Once a case is resolved and a further report/complaint of ASB is received, this should be treated as a new case.</p> <p>The definition of anti-social behaviour is as per the Anti-Social Behaviour, Crime and Policing Act 2014. For the purposes of calculating this TSM, a ‘hate incident’ is any incident which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on a person's disability or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation or transgender identity or perceived transgender identity. Any anti-social behaviour case that involves at least one hate incident should be included in the calculation of Part 2. Part 1 of the TSM must include all anti-social behaviour cases, including any that involve hate incidents.</p> <p>Local authority registered providers must only include ASB cases where they have undertaken activity in their capacity as a registered provider of social housing in response to a report of ASB.</p>

**Tenant Satisfaction Measures:** Technical requirements

<b>RP01 – Homes that do not meet the Decent Homes Standard</b>	
Tenant Satisfaction Measure	Proportion of homes that do not meet the Decent Homes Standard
TSM calculation	<p>A. Number of dwelling units owned to which the Decent Homes Standard applied which failed the Decent Homes Standard at year end.</p> <p><i>Divided by</i></p> <p>B. Number of dwelling units owned to which the Decent Homes Standard applied at year end.</p> <p><i>Multiplied by 100.</i></p>
Stock types included	<b>LCRA</b> only.
Further requirements	Providers must use Decent Homes Standard Guidance published by the Government to determine whether a dwelling unit meets this Standard. This guidance sets out certain circumstances in which a dwelling unit should not be reported as non-decent (for example if making a home decent is against a tenant's wishes); dwelling units to which these specific circumstances apply should not be included in Part A of the TSM calculation. The current guidance is available through <a href="http://www.gov.uk">www.gov.uk</a> .

<b>RP02 – Repairs completed within target timescale</b>	
Tenant Satisfaction Measure	<p>Proportion of:</p> <ol style="list-style-type: none"> <li>1. non-emergency <i>and</i></li> <li>2. emergency</li> </ol> <p>responsive repairs completed within the landlord’s target timescale.</p>
TSM calculation	<p>The two metrics to be reported must be calculated as follows:</p> <p><b>1. Non-emergency repairs</b></p> <p>A. Number of non-emergency responsive repairs completed within the provider’s target timescale during the reporting year.</p> <p><i>Divided by</i></p> <p>B. Number of non-emergency responsive repairs completed during the reporting year.</p> <p><i>Multiplied by 100</i></p> <p><b>2. Emergency repairs</b></p> <p>A. Number of emergency responsive repairs completed within the provider’s target timescale during the reporting year.</p> <p><i>Divided by</i></p> <p>B. Number of emergency responsive repairs completed during the reporting year.</p> <p><i>Multiplied by 100</i></p> <p>Providers <b>must</b> report the target timescales for completing (both emergency and non-emergency) responsive repairs used to generate this TSM.</p>
Stock types included	<b>LCRA</b> only
Further requirements	<p>A responsive repair is a reported defect to the property occupied by one or more tenants that is the landlord's responsibility to make good. It includes any such repairs within individual dwelling units, as well as communal areas or other parts of buildings that are occupied by at least one tenant. It does not include any repairs that are part of planned or cyclical works.</p> <p>Emergency repairs are repairs that are necessary to prevent serious damage to the building, danger to health, risk to safety or risk of serious loss or damage to the occupier's property. Non-emergency repairs refer to all other responsive repairs. Providers must include all responsive repairs in the TSM, including where they have commissioned a contractor or third party to carry out repairs and repairs recharged to the tenant or a third party.</p>

The completion time for each responsive repair must measure the end-to-end time, from the date that the repair was first brought to the landlord's attention by the tenant (or other party) until the date that the repair was completed, as confirmed by the contractor/operative.

A target timescale represents the maximum end-to-end completion time (days or hours) for a particular type of responsive repair that the provider has set as a service standard. For the purposes of this TSM, all providers must set such target timescales for emergency and non-emergency responsive repairs as a minimum. Providers are permitted to set more than one target timescale corresponding to different types of non-emergency or emergency responsive repair. For example, within non-emergency responsive repairs providers may set different target timescales for 'urgent' and 'non urgent' repairs (or for different stock types or management areas).

Where different target timescales for emergency or non-emergency repairs are used, providers must combine results to generate the two metrics above with each repair considered against the target timescale pertaining to it. For example, if a provider completed (a) 50 of 100 (50%) urgent responsive repairs within a specific target timescale (10 days); and (b) 90 of 100 (90%) routine responsive repairs within a longer target timeline (20 days); they would calculate the non-emergency repairs metric as  $(50+90) / (100+100) = 70\%$  and report Part 1 of the TSM as follows:

- 70% of non-emergency responsive repairs completed during the year were completed within the providers' target timescale.
- The target timescales used to generate this TSM were 10 days for urgent responsive repairs, and 20 days for routine responsive repairs.

Each registered provider must report its target timescales used to generate this TSM.

<b>BS01 – Gas safety checks</b>	
<b>Tenant satisfaction measure</b>	Proportion of homes for which all required gas safety checks have been carried out.
<b>TSM calculation</b>	<p>A. Number of dwelling units owned for which all required gas safety checks were carried out and recorded as at year end.</p> <p><i>Divided by:</i></p> <p>B. Number of dwelling units owned for which gas safety checks were required to have been carried out as at year end.</p> <p><i>Multiplied by 100</i></p>
<b>Stock types included</b>	<b>LCRA and LCHO</b> stock only (combined). For this TSM, this includes all such units that require gas safety checks within the dwelling, and all such units served by communal or other relevant parts that require gas safety checks.
<b>Further requirements</b>	<p>In order to report that all required gas safety checks were carried out for a particular dwelling unit, providers must ensure that all statutory obligations in relation to carrying out gas safety checks relating to this unit were met and that these were appropriately recorded. This includes statutory obligations for keeping gas safety checks up-to-date, but not the completion of remedial actions that may be identified in gas safety checks. Although this TSM does not measure remedial actions, providers must of course ensure that these are carried out as required.</p> <p>Gas safety checks relating to a dwelling unit include all checks required both inside the dwelling and on any communal or relevant part that serves the dwelling. For example, if a gas safety check is required on a communal boiler that serves a number of relevant dwelling units, providers must ensure that this check is carried out to be able to report compliance for these units.</p> <p>Dwelling units for which all required gas safety checks were not carried out as at year end must not be counted within item A of the TSM calculation, even if the reason for this concerned an inability to gain access to the dwelling unit (or a communal or other relevant part). If multiple gas safety checks were required for a dwelling unit (e.g. both within the dwelling and on a related communal part), providers must have ensured that all these checks were carried out in order to report compliance – dwelling units must not be double counted in either part A or B of the TSM calculation.</p> <p>Providers must determine what statutory obligations with respect to gas safety checks apply to any vacant LCRA or LCHO dwellings and reflect these in the calculation of this TSM. If a vacant dwelling had its gas supply disconnected, then any required records relating to disconnection would be included as a gas safety check reflected in this TSM. If any vacant LCRA or LCHO dwellings were served by a communal or related parts requiring a gas safety check, these dwellings must be included in reported compliance with respect to these communal or related parts.</p> <p>The calculation of this TSM must reflect all gas safety checks that relate to dwelling units owned by the provider, including checks for which a third party is responsible. These may include, for example, checks on a communal boiler in a building owned by a third-party landlord, which serves LCRA and/or LCHO units owned by the provider.</p>

**Tenant Satisfaction Measures:** Technical requirements

	<p>In these circumstances, a dwelling unit must not be counted within item A of the TSM calculation if the provider was not able to obtain evidence or otherwise make sure that required checks on communal or other parts that serve the dwelling were carried out.</p> <p>This TSM must reflect the compliance position at the end of each reporting year.</p>
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**BS02 – Fire safety checks**

<b>Tenant satisfaction measure</b>	Proportion of homes for which all required fire risk assessments have been carried out.
<b>TSM calculation</b>	<p>A. Number of dwelling units owned within properties that required an FRA for which all required FRAs were carried out and recorded as at year end.</p> <p><i>Divided by</i></p> <p>B. Number of dwelling units owned within properties for which an FRA was required to have been carried out as at year end.</p> <p><i>Multiplied by 100</i></p>
<b>Stock types included</b>	<b>LCRA</b> and <b>LCHO</b> stock only (combined). For this TSM, this means all such units within a property that requires an FRA.
<b>Further requirements</b>	<p>Providers must ensure that all statutory obligations in relation to carrying out FRAs for a particular property were met, and that these were appropriately recorded, in order to report compliance for the dwelling units in that property in item A above. This includes statutory obligations for keeping FRAs up-to-date through interim reviews, but not the completion of remedial actions that may be identified in FRAs. Although this TSM does not measure remedial actions, providers must of course ensure that these are carried out as required.</p> <p>A ‘property’ in this context means a building that requires an FRA – this is typically a building with two or more dwelling units and at least one communal part (e.g. a tower block). All communal parts (e.g. lifts, stairwells etc.) and other relevant parts of the property (e.g. storage rooms, external wall systems, balconies and flat front doors etc.) which are required to be included within the scope of FRAs must be covered. If multiple FRAs were required for a property, providers must have ensured that all these FRAs were carried out in order to report compliance for the dwelling units within this property – dwelling units must not be double counted in either part A or B of the TSM calculation. Any vacant LCRA or LCHO dwelling units within each property must be included within the calculation of this TSM.</p> <p>The calculation of this TSM must reflect all FRAs required for each property in which there are one or more relevant dwelling units owned by the provider, including FRAs for which a third party is responsible. An example of this might be where a provider owns LCRA and/or LCHO units within a property owned by a third-party landlord. In these circumstances, a dwelling unit must not be counted within item A of the TSM calculation if the provider was not able to obtain evidence or otherwise make sure that all required FRAs and FRA reviews were carried out for the property the dwelling unit is in.</p> <p>This TSM must reflect the compliance position at the end of each reporting year. Subject to statutory obligations, it may reflect FRAs conducted within the current reporting year or previous reporting years.</p>



**BS03 – Asbestos safety checks**

<b>Tenant satisfaction measure</b>	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.
<b>TSM calculation</b>	<p>A. Number of dwelling units owned within properties that required an asbestos management survey or re-inspection for which all required asbestos management surveys or re-inspections were carried out and recorded as at year end.</p> <p><i>Divided by:</i></p> <p>B. Number of dwelling units owned within properties for which an asbestos management survey or re-inspection was required to have been carried out as at year end.</p> <p><i>Multiplied by 100</i></p>
<b>Stock types included</b>	<b>LCRA</b> and <b>LCHO</b> stock only (combined). For this TSM, this means all such units within a property that requires asbestos management surveys or re-inspections.
<b>Further requirements</b>	<p>Providers must ensure that all statutory obligations in relation to carrying out asbestos management surveys or re-inspections for a particular property were met, and that these were appropriately recorded, in order to report compliance for the dwelling units in that property in item A above. This includes statutory obligations for keeping surveys and re-inspections up-to-date but not the completion of remedial actions that may be identified (except for those related to re-inspection specifically). Although this TSM does not measure remedial actions more generally, providers must of course ensure that these are carried out as required.</p> <p>A 'property' in this context means a building that requires asbestos management surveys or re-inspections. The calculation of this TSM must reflect all asbestos management surveys or re-inspections required for each property in which there are one or more relevant dwelling units owned by the provider, including surveys or re-inspections for which a third party is responsible. This may include, for example, where the provider owned LCRA and/or LCHO units in a property owned by a third-party landlord. In these circumstances, a dwelling unit must not be counted within item A of the TSM calculation if the provider was not able to obtain evidence or otherwise make sure that all required asbestos management surveys or re-inspections were carried out for the property the dwelling unit is in. Any vacant LCRA or LCHO dwelling units within each property must be included within the calculation of this TSM.</p> <p>If multiple asbestos management surveys or re-inspections were required for a property, providers must have ensured that all these were carried out in order to report compliance for the dwelling units within this property – dwelling units must not be double counted in either part A or B of the TSM calculation.</p> <p>This TSM must reflect the compliance position at the end of each reporting year. Subject to statutory obligations, it may reflect asbestos management surveys or re-inspections conducted within the current reporting year or previous reporting years.</p>

**BS04 – Water safety checks**

<b>Tenant Satisfaction Measure</b>	Proportion of homes for which all required legionella risk assessments have been carried out.
<b>TSM calculation</b>	<p>A. Number of dwelling units owned for which all required legionella risk assessments (LRAs) were carried out and recorded as at year end.</p> <p><i>Divided by:</i></p> <p>B. Number of dwelling units owned for which an LRA was required to have been carried out as at year end.</p> <p><i>Multiplied by 100</i></p>
<b>Stock types included</b>	<b>LCRA</b> and <b>LCHO</b> stock only (combined). For this TSM, this includes all such units that require LRAs within the dwelling, and all such units with communal water systems or other relevant parts that require LRAs.
<b>Further requirements</b>	<p>In order to report that all required LRAs were carried out for a particular dwelling unit, providers must ensure that all statutory obligations in relation to carrying out LRAs relating to this unit were met and were appropriately recorded. This includes statutory obligations for keeping LRAs up-to-date but not the completion of remedial actions that may be identified in LRAs (except for those relating to re-inspection specifically). Although this TSM does not measure remedial actions more generally, providers must of course ensure that these are carried out as required.</p> <p>LRAs relating to a dwelling unit include all LRAs or re-inspections required both within the dwelling and on any communal or other relevant parts of the property that serve the dwelling. This includes hot and cold water systems which serve dwelling, whether or not such systems are communal, or only serve the dwelling. For example, if an LRA is required on a communal water tank that serves a number of relevant dwelling units, providers must ensure that this LRA is carried out to be able to report that all required LRAs have been carried out for these dwelling units.</p> <p>If multiple LRAs were required for a dwelling unit (e.g. within the dwelling and on a related communal part), providers must have ensured that all these checks were carried out to report compliance – dwelling units must not be double counted in either part A or B of the TSM calculation.</p> <p>The calculation of this TSM must reflect all LRAs that relate to dwelling units owned by the provider, including LRAs for which a third party is responsible. This may include, for example, a communal water tank within a building owned by a third-party landlord, which serves LCRA and/or LCHO units owned by the provider. In these circumstances, a dwelling unit must not be counted within item A of the TSM calculation if the provider was not able to obtain evidence or otherwise make sure that all required LRAs or re-inspections were carried out for the property the dwelling unit is in.</p> <p>Providers must determine what statutory obligations with respect to LRAs apply to any vacant LCRA or LCHO dwellings and reflect these in the calculation of this TSM. If any vacant LCRA or LCHO dwellings were served by a communal or related parts requiring a LRA, these dwellings must be included in reporting compliance with respect to these communal or related parts.</p> <p>This TSM must reflect the compliance position at the end of each reporting year. Subject to statutory obligations, it may reflect LRAs conducted within the current reporting year or previous reporting years.</p>

<b>BS05 – Lift safety checks</b>	
<b>Tenant Satisfaction Measure</b>	Proportion of homes for which all required communal passenger lift safety checks have been carried out.
<b>TSM calculation</b>	<p>A. Number of dwelling units owned within properties with communal passenger lifts for which all Lifting Operations and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded as at year end.</p> <p><i>Divided by:</i></p> <p>B. Number of dwelling units owned within properties with communal passenger lifts as at year end.</p> <p><i>Multiplied by 100</i></p>
<b>Stock types included</b>	<b>LCRA</b> and <b>LCHO</b> stock only (combined). For this TSM, this means all such units within a property with one or more communal passenger lifts.
<b>Further requirements</b>	<p>In order to report that all LOLER inspection reports have been carried out for a particular property – and therefore for the dwelling units in that property – providers must ensure that LOLER inspection reports had been carried out for every communal lift within the property and that these were appropriately recorded.</p> <p>‘LOLER’ refers to the Lifting Operations and Lifting Equipment Regulations 1998. For the purposes of this TSM, carrying out a LOLER inspection report for a communal passenger lift means meeting the requirements of LOLER in relation to examinations and inspections as if the lift were subject to those requirements. This is irrespective of whether the requirements of LOLER strictly apply or not. This includes the requirements of LOLER in relation to keeping examination and inspection reports up-to-date, but not the completion of remedial actions that may be identified in inspection reports. Although this TSM does not measure remedial actions, providers must of course ensure that these are carried out as required.</p> <p>A communal passenger lift within a property is a lift provided for use of the occupants of a dwelling unit in common with the occupants of at least one other unit in the property. In this context, a property is a building with at least one such communal lift (e.g. a tower block).</p> <p>The calculation of this TSM must reflect LOLER inspection reports on all communal passenger lifts in properties in which there are one or more relevant dwelling units owned by the provider. This includes communal passenger lifts which are owned or controlled by a third party. For example, where the provider owns LCRA and/or LCHO units in a property owned by a third-party landlord, then these dwelling units must not be counted within item A of the TSM calculation unless the provider had obtained evidence or otherwise made sure that LOLER inspection reports had been carried out for every communal passenger lift in the property. Dwelling units must not be double counted in either part A or B of the TSM calculation. Any vacant LCRA or LCHO dwelling units within each property must be included within the calculation of this TSM.</p> <p>This TSM must reflect the compliance position at the end of each reporting year.</p>



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