



Regulator of
Social Housing

Annex 5

Draft Tenant Satisfaction Measures in the Social Housing White Paper

December 2021

Draft Tenant Satisfaction Measures in the Social Housing White Paper

Theme	Draft Tenant Satisfaction Measures
Keeping properties in good repair	<ul style="list-style-type: none"> • Decent Homes Standard compliance • Responsive repairs completed right first time • Tenant satisfaction with landlord's repairs and maintenance service
Maintaining building safety	<ul style="list-style-type: none"> • Compliance with health and safety obligations: <ul style="list-style-type: none"> ○ Gas safety ○ Electrical safety ○ Fire safety ○ Asbestos ○ Water safety ○ Lift safety • Tenant satisfaction with the health and safety of their home
Effective handling of complaints	<ul style="list-style-type: none"> • Number of complaints relative to the size of the landlord • Percentage of complaints resolved within agreed timescale • Tenant satisfaction with landlord's complaints handling
Respectful and helpful engagement	<ul style="list-style-type: none"> • 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 • Tenant satisfaction with landlord's engagement with tenants
Responsible neighbourhood management	<ul style="list-style-type: none"> • Percentage 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 • 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	<ul style="list-style-type: none"> • Tenant overall satisfaction with the service their landlord provides



© RSH copyright 2021

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit nationalarchives.gov.uk/doc/open-government-licence/version/3

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available at: www.gov.uk/rsh

Any enquiries regarding this publication should be sent to us via enquiries@rsh.gov.uk or call 0300 124 5225.

or write to:

Regulator of Social Housing
Level 2
7-8 Wellington Place
Leeds LS1 4AP

RSH regulates private registered providers of social housing to promote a viable, efficient and well-governed social housing sector able to deliver homes that meet a range of needs.