

Appendix one

Measured by GBC (Housing Landlord)	Measured by Tenant Perception Survey (TP)
	TP01: Overall satisfaction
Theme: Keeping properties in good repair (RP)	
RP01: Homes that do not meet the Decent Homes Standard	TP02: Satisfaction with repairs
RP02: Repairs completed within the target timescale	TP03: Satisfaction with the time taken to complete most recent repair
	TP04: Satisfaction that the home is well maintained
Theme: Maintaining building safety (BS)	
BS01: Gas safety checks	TP05: Satisfaction that the home is safe
BS02: Fire safety checks	
BS03: Asbestos safety checks	
BS04: Water safety checks	
BS05: Lift safety checks	
Theme: Respectful and helpful engagement	
	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
Theme: Effective handling of complaints (CH)	
CH01: Complaints relative to the size of the landlord	TP09: Satisfaction with the landlord's approach to handling complaints
CH02: Complaints responded to within Complaint Handling Code timescales	
Theme: Responsible neighbourhood management (NM)	
NM01 (Antisocial behaviour cases relative to the size of the landlord)	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 antisocial behaviour