

Tenant Satisfaction Measures

The Regulator of Social Housing requires all landlords to collect and publish performance information. The intention is to make landlords' performance more visible and accessible to residents. The Tenant Satisfaction Measures (TSMs) are split into two categories. These are the Tenant Perception Measures which are collected by conducting a resident satisfaction survey.

You can find a copy of the questionnaire we used to collect satisfaction data [here](#)

We adopted a census approach to collecting satisfaction data, this means we sent a survey to all residents that fit the criteria set by the Regulator of Social Housing. We took this approach as we wanted to ensure all our residents had an opportunity to express their views.

However, this meant for the purposes of collecting TSM data we did not include residents who pay a market rent or leaseholders. Although we did survey these residents their responses were not included in the generation of TSM results.

The other category uses management information to generate the results, these include how we deal with complaints and anti-social behaviour. We also report on how we are performing in relation to Health and Safety, such as fire regulations and water safety checks. We reported our TSM results to the Regulator earlier in the year and you can find all the details below. If you have any question regarding the TSMs please email feedback@abbeyfield.com

TSMs - Tenant Perception Measures		%
TP01: Overall satisfaction		91
TP02: Satisfaction with repairs		80
TP03: Satisfaction with time taken to complete most repairs		70
TP04: Satisfaction that the home is well maintained		88
TP05: Satisfaction that the home is safe		89
TP06: Satisfaction that the landlord listens to tenant views and acts upon them		76
TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them		77
TP08: Agreement that the landlord treats tenants fairly and with respect		94
TP09: Satisfaction with the landlord's approach to handling complaints		47
TP10: Satisfaction that the landlord keeps communal areas clean and well maintained		89
TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods		71
TP12: Satisfaction with the landlord's approach to handling anti-social behaviour		78

TSMs - Generated from Management information		
CH01	Complaints relative to the size of the landlord	115
CH02	Complaints responded to within Complaint Handling Code timescales	95
NM01	Anti-social behaviour cases relative to the size of the landlord	19
RP01	Homes that do not meet the Decent Homes Standard	0%
RP02	Repairs completed within target timescale	62%
BS01	Gas safety checks	98%
BS02	Fire safety checks	99%
BS03	Asbestos safety checks	100%
BS04	Water safety checks	100%
S05	Lift safety checks	97%