

Tenant Satisfaction Measures

The Regulator of Social Housing requires all landlords to collect and publish performance information each year. This is to ensure that landlords are open about how they are performing and to make this information more accessible and transparent for residents.

These performance measures, known as the Tenant Satisfaction Measures (TSMs), are divided into two categories:

- 1. Tenant Perception Measures** – based on feedback from residents, gathered through a satisfaction survey.
- 2. Management Information Measures** – based on data we collect internally, such as how we handle complaints and ensure building safety.

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

We used a census approach with the survey; this means we sent the survey to all residents who meet the criteria set by the Regulator. We chose this approach to give every eligible resident the opportunity to share their views. We submitted our full TSM data to the Regulator earlier this year. The results are set out below. If you have any questions about this information, please contact us at feedback@abbeyfield.com

TSMs - Tenant Perception Measures		%
TP01:	Overall satisfaction	82.3
TP02:	Satisfaction with repairs	79.3
TP03:	Satisfaction with time taken to complete most repairs	69.1
TP04:	Satisfaction that the home is well maintained	84.9
TP05:	Satisfaction that the home is safe	85.1
TP06:	Satisfaction that the landlord listens to tenant views and acts upon them	62.0
TP07:	Satisfaction that the landlord keeps tenants informed about things that matter to them	68.6
TP08:	Agreement that the landlord treats tenants fairly and with respect	87.9
TP09:	Satisfaction with the landlord's approach to handling complaints	50.0
TP10:	Satisfaction that the landlord keeps communal areas clean and well maintained	83.5
TP11:	Satisfaction that the landlord makes a positive contribution to neighbourhoods	65.0
TP12:	Satisfaction with the landlord's approach to handling anti-social behaviour	72.6

TSMs - Generated from Management information		
CH01	Complaints relative to the size of the landlord	103
CHO2	Complaints responded to within Complaint Handling Code timescales	100%
NM01	Anti-social behaviour cases relative to the size of the landlord	11.4
RP01	Homes that do not meet the Decent Homes Standard	0%
RPO2	Repairs completed within target timescale	84.1%
BS01	Gas safety checks	100%
BSO2	Fire safety checks	100%
BSO3	Asbestos safety checks	100%
BSO4	Water safety checks	98.5%
SO5	Lift safety checks	97.7%