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| Tenant Perception Survey |
| In the case of almshouse charities, those who are accommodated are, of course, not tenants but beneficiaries and are more usually referred to as ‘residents’ in most contexts. May we suggest, therefore, that it would be appropriate either to make a direct note on the document or attach a note to this effect along the following lines. |

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:…………….(name) is an almshouse charity where beneficiaries occupy by way of a licence known as a ‘Letter of Appointment’. As such they are referred to as ‘residents’ as opposed to ‘tenants’ for the purpose of completing this survey.

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| **Tenant Perception Survey *(to be completed by residents)*** | | | |
| **Measure** | **Question** | **Response** |  |
| **TP01**: Overall satisfaction | Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord? | Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied |  |
| **TP02:** Satisfaction with repairs | 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?  Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord? | Yes  No  Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied  Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied |  |
| **TP03:** Satisfaction with time taken to complete most recent repair | 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? | Yes  No  Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied |  |
| **TP04:** Satisfaction that the home is well-maintained | How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained? | Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied |  |
| **TP05:** Satisfaction that the home is safe | 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? | Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied |  |
| **TP06:** Satisfaction that the landlord listens to tenant views and acts upon them | How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them? | Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied |  |
| **TP07:** Satisfaction that the landlord keeps tenants informed about things that matter to them | How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you? | Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied |  |
| **TP08:** Agreement that the landlord treats tenants fairly and with respect | To what extent do you agree or disagree with the following? “My landlord treats me fairly and with respect.” | Strongly agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  Not applicable/ don’t know |  |
| **TP09:** Satisfaction with the landlord’s approach to handling of complaints | 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? | Yes  No  Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied |  |
| **TP10:** Satisfaction that the landlord keeps communal areas clean and well-maintained | 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? | Yes  No  Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied |  |
| **TP11:** Satisfaction that the landlord makes a positive contribution to neighbourhoods | How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood? | Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied |  |
| **TP12:** Satisfaction with the landlord’s approach to handling anti-social behaviour | How satisfied or dissatisfied are you with your landlord’s approach to handling anti-social behaviour? | Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied |  |

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| **Management Information *(to be completed by trustees)*** | | |
| **Measure** | **Information on Measure** | **Response** |
| **RP01:** Homes that do not meet the Decent Homes Standard | This measure will be based on the percentage of a landlord’s homes that do not meet the Decent Homes Standard. This is a government document describing conditions that social homes should meet. |  |
| **RP02:** Repairs completed within target timescale | This measure will be based on the percentage of repairs the landlord has done within the target time they have set for themselves. As part of this measure, landlords will have to make these target times public.  This will measure both emergency and non-emergency repairs requested by tenants. Repairs planned by the landlord will not be included.  Shared ownership homes will not be included in these five tenant satisfaction measures as repairs to these homes are the shared owner’s responsibility, not the landlord’s. |  |
| **BS01:** Gas safety checks | This measure will be based on the percentage of homes that have had all the necessary gas safety checks. |  |
| **BS02:** Fire safety checks | This measure will be based on the percentage of homes in buildings that have had all the necessary fire risk assessments. |  |
| **BS03:** Asbestos safety checks | This measure will be based on the percentage of homes in buildings that have had all the necessary asbestos management surveys or re-inspections. |  |
| **BS04:** Water safety checks | This measure will be based on the percentage of homes that have had all the necessary legionella risk assessments. Legionella is a bacteria that can make people ill if it gets into water supplies. |  |
| **BS05:** Lift safety checks | This measure will be based on the percentage of homes in buildings where the communal passenger lifts have had all the necessary safety checks. |  |
| **CH01:** Complaints relative to the size of the landlord | This measure will be based on the number of complaints the landlord receives for each 1,000 homes they own. |  |
| **CH02:** Complaints responded to within Complaint Handling Code timescales | This measure will be based on the percentage of complaints the landlord responds to within the times set by the Housing Ombudsman’s Complaint Handling Code. All social housing landlords have to follow this Code.  The Housing Ombudsman is an independent organisation that tenants can ask to look at complaints about social housing landlords. Find out what the Complaint Handling Code says. |  |
| **NM01:** Anti-social behaviour cases relative to the size of the landlord | This measure will be based on the number of anti-social behaviour cases opened for each 1,000 homes the landlord owns, including the number of cases that involve hate incidents. |  |