

## Appendix 2 - Tenant Satisfaction Measures

There are 22 tenant satisfaction measures, covering five themes. Ten of these will be measured by landlords directly, and 12 will be measured by landlords carrying out tenant perception surveys.

TP – Measured by doing the tenant perception surveys.

TP01: Overall satisfaction

TP02: Satisfaction with repairs

TP03: Satisfaction with time taken to complete most recent repair

TP04: Satisfaction that the home is well maintained

TP05: Satisfaction that the home is safe

TP06: Satisfaction that the landlord listens to the tenants 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

TP09: Satisfaction with the landlord's approach to handling complaints

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 anti-social behaviour (ASB)

The below table shows the results from Medway's baseline survey undertaken in March 2023, then the results from Medway's first official TSM survey undertaken in October 2023.

| Ref  | Measure                                   | Mar-23<br>Baseline survey | Oct-23<br>TSM survey | Difference |
|------|---|---------------------------|----------------------|------------|
| TP01 | Overall satisfaction                      | 64%                       | 69%                  | ↑ 5%       |
| TP02 | Satisfaction with repairs                 | 68%                       | 70.60%               | ↑ 3%       |
| TP03 | Most recent repair                        | 66%                       | 66.90%               | ↑ 1%       |
| TP04 | Home is well maintained                   | 62%                       | 68.80%               | ↑ 7%       |
| TP05 | Home is safe                              | 65%                       | 69.80%               | ↑ 5%       |
| TP06 | Landlord listens to tenant views          | 46%                       | 51.30%               | ↑ 5%       |
| TP07 | Landlord keeps tenants informed           | 55%                       | 61.80%               | ↑ 7%       |
| TP08 | Landlord treats tenant fairly             | 64%                       | 67.70%               | ↑ 4%       |
| TP09 | Complaints handling                       | 28%                       | 26.20%               | ↓ -2%      |
| TP10 | Communal areas kept clean/well maintained | 56%                       | 63.60%               | ↑ 8%       |
| TP11 | Landlord makes a positive contribution    | 45%                       | 53.60%               | ↑ 9%       |
| TP12 | Handling of ASB                           | 39.00%                    | 45%                  | ↑ 6%       |