



Regulator of
Social Housing



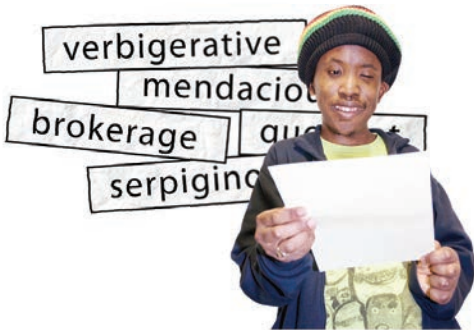
Tenant Satisfaction Measures

How you can see how well a
social housing landlord is doing



Useful words

In this booklet we use some hard words. Understanding these words will make this booklet easier to read.



Social housing

Houses or flats which are owned by a housing association or local council. They are rented to tenants who live in the houses.



Landlord

The person or organisation who owns the homes that people rent.



Tenant

A person who lives in a house which is owned by a landlord. They pay rent to the landlord.



What we want to happen



This booklet is about landlords who own social housing and tenants who live in social housing.



We are the regulator of social housing. Part of our job is to check landlords are giving people good housing.



We want to make it easier for people to find out how good a landlord is.



We also want to make it so people can compare different landlords.

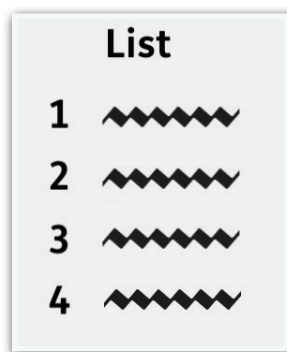
This means people can see which landlords are better at looking after homes and tenants.



We think it is important people know:

- how tenants feel about their landlord. Landlords will have to ask their tenants some questions

and



- if landlords are doing what they are supposed to do. We have a list of information we want landlords to give tenants



This booklet tells you what information landlords should give tenants.

About the questions for tenants



We want landlords to ask their tenants how **satisfied** or **dissatisfied** they are about different things.



Satisfied means you are happy with the things your landlords does.



For example:

A tenant is happy with their landlord because they fix things when they say they will.



Or a tenant feels safe because areas like stairs and hallways have lighting that works.



Dissatisfied means you are unhappy with the things your landlord does.



For example:

A tenant is not happy with their landlord. Their boiler is broken. It has been reported but not fixed for a long time.



Questions for tenants

Here are the questions landlords will have to ask their tenants.

Question 1: Overall satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?



This means:

Thinking about everything your landlord does. How happy are you with the service from your landlord.



Repairs

Repairs are when someone fixes something that is broken. Your landlord can do some repairs in your home.

Question 2: Repairs to your home

- 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?



This means:

Are you happy with any repairs your landlord has done in the last 12 months.

Question 3: How long it takes to repair your home

- 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?



This means:

Are you happy with how quickly your landlord did any repairs after you told them something was broken.

Question 4: A well-maintained home

- How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?



This means:

Think about the building you live in.

How happy or unhappy are you that your landlord looks after your home.

Question 5: A safe home

- 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?



This means:

How happy are you that your landlord makes sure your home is safe to live in.

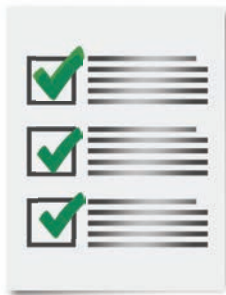
Question 6: Listening to tenants

- How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?



This means:

- how happy are you that your landlord listens to what you say



- then, if your landlord needs to do something they do it

Question 7: Keeping tenants informed

- How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?



This means:

How happy are you that your landlord tells you any information you need to know.

Question 8: Treating tenants fairly and with respect

- To what extent do you agree or disagree with the following?

My landlord treats me fairly and with respect



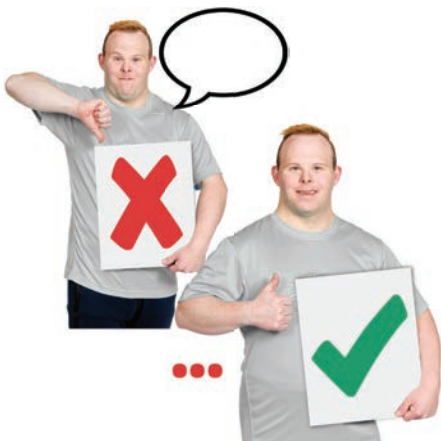
This means:

How much do you agree with this.

My landlord treats me fairly and they treat me with respect.

Question 9: How complaints are handled

- 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?



A complaint means telling your landlord you are not happy about something they have done.

This means:

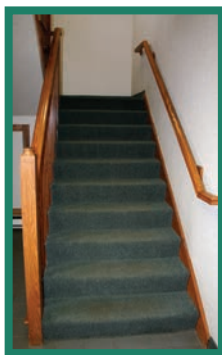
Are you happy with how your landlord sorted out your complaint?

Question 10: Communal areas

- 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?



Communal areas are places you share with other people.



This can be inside or outside the building. Things like:

- hallways and stairs



- gardens and driveways



- rooms you share with other people



This means:
Does your landlord look after
communal areas and keep them
clean.

Question 11: Your local area

How satisfied or dissatisfied are you that your landlord
makes a positive contribution to your neighbourhood?



This means:
Thinking about your landlord and the
things they can do to make your
neighbourhood a better place to live.



Are you happy with the things your
landlord does?

Question 12: Anti-social behaviour

- How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?



Anti-social behaviour is when people make you feel upset, worried or scared.



- This could be by playing music very loudly
- Shouting or swearing at you
- Letting their visitors do these things



This question means:

Are you happy with how your landlord sorts out anti-social behaviour?



Landlords with lots of houses will have to ask tenants these questions every year.



Landlords with not as many houses will have to ask the questions every 1 or 2 years.

Information from landlords

Landlords will have to tell people how many:



- homes meet the Decent Homes Standard. This means a home is good and well looked after by the landlord



- repairs are done on time



- gas safety checks are done



- fire safety checks are done



- water safety checks are done

How many:

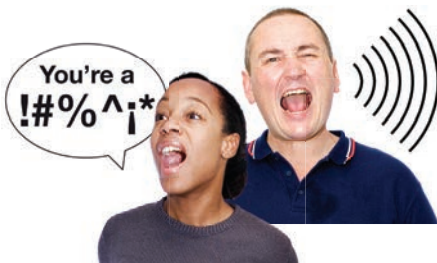


- asbestos safety checks are done. Asbestos is something that used to be put in buildings.

It can be dangerous if asbestos is not looked after properly



- lift safety checks are done



- anti-social behaviour cases are reported to them. This includes cases that involve a hate incident



- complaints landlords get



- complaints are dealt with on time



To tell tenants how well they are doing:

- landlords will have to give tenants all this information every year

and



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- landlords with lots of houses will have to send us this information every year too

Contact us



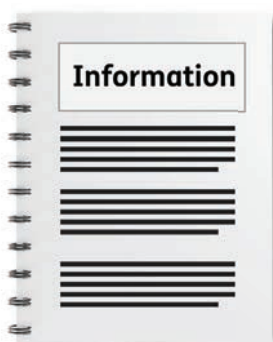
You can email us:
enquiries@rsh.gov.uk



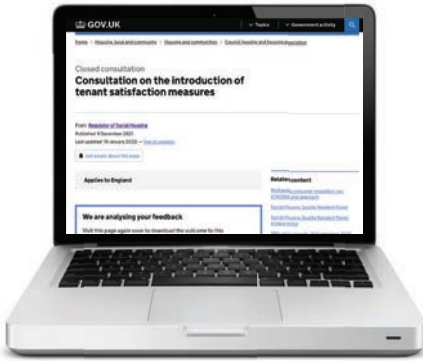
You can call us on:
0300 124 5225



You can write to us:
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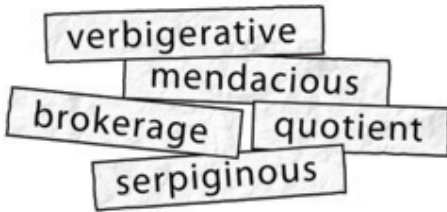


For more information about what landlords will have to do, we have written some other documents.



These are on our website. Click on the blue writing and it will take you to the website.

Tenant satisfaction measures - GOV.UK



The documents are longer and are not in easy read. Some of the words are very hard.



You might want to ask someone you trust to help you read them.

What happens next



1st April 2023

Landlords will start to ask tenants the questions. And they will get the other information needed about homes.



Summer 2024

Landlords with lots of houses will send us the first year of information.



Autumn 2024

Everyone will be able to read the information.