



Regulator of
Social Housing



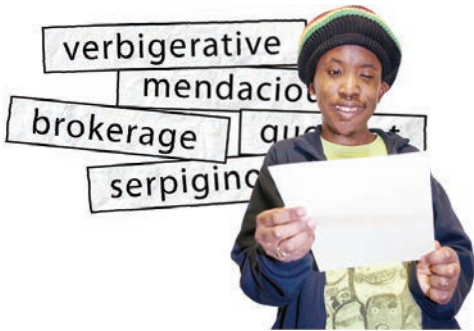
Tenant Satisfaction Measures

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



We want to know what you think

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.



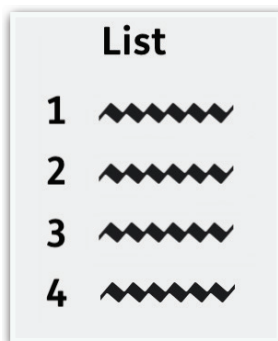
We also want to make it so people can compare different landlords.

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



We think it is important people know:

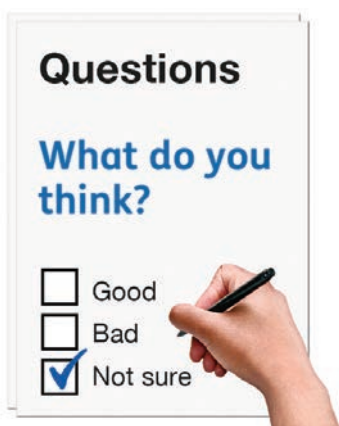
- how tenants feel about their landlord. We have some ideas about questions landlords should ask their tenants



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



This booklet tells you what information we think landlords should give tenants. We want to know what you think about this.



There are some questions in this booklet for you. The questions are in **blue** and in **bold**.

On **page 25** it tells you how to send us your answers.

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 landlord 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 good lighting.



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 we are planning to ask landlords to ask their tenants.



We want to know what you think about the questions. **Will they help you to see how well your landlord is doing?**

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.



Do you think this is a good question to ask tenants?



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 repairs service you have received to your home 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.



Do you think this is a good question to ask tenants?

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.



Do you think this is a good question to ask tenants?

Question 4: A well-maintained and safe home

- Thinking specifically about the building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is well maintained and safe for you to live in?



This means:

Thinking about the building you live in.

How happy or unhappy are you that your landlord looks after your home and makes sure it is safe to live in.



Do you think this is a good question to ask tenants?

Question 5: Listening to tenants

- How satisfied or dissatisfied are you with the extent to which 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



Do you think this is a good question to ask tenants?

Question 6: Keeping tenants informed

- How satisfied or dissatisfied are you with the way your landlord keeps you informed about things that matter to you as a tenant?



This means:

How happy are you that your landlord tells you any information you need to know about being a tenant.



Do you think this is a good question to ask tenants?

Question 7: Treating tenants fairly and with respect

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

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.



Do you think this is a good question to ask tenants?

Question 8: Communal areas

- Do you live in a building with communal areas, either inside or outside, that you share with other people who live in the building?
- If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean, safe 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

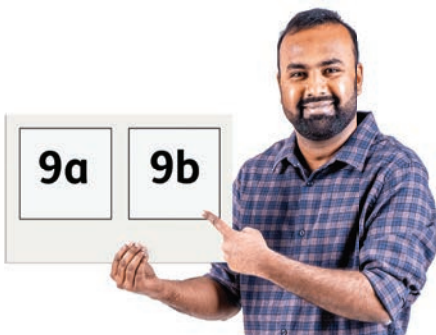


This means:

Does your landlord look after communal areas and keep them clean and safe.



Do you think this is a good question to ask tenants?



For **question 9** we have 2 questions we think might be good to ask. We want to know which one you think is best.

Question 9a: Your local area

Thinking about what your landlord does to improve your neighbourhood as a place to live, how satisfied or dissatisfied are you with the extent to which 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 9b: Your local area

How satisfied or dissatisfied are you with your neighbourhood as a place to live?



This means:

How happy are you that your neighbourhood is a good place to live?



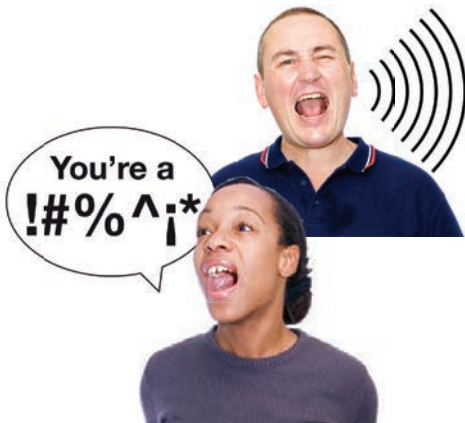
Which 1 of these 2 questions do you think is better. Question 9a or Question 9b?

Question 10: Anti-social behaviour

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



Anti-social behaviour is when neighbours or other people make you feel worried or scared at home or near your home.



- this could be by playing music very loudly
- shouting or swearing at you
- letting their visitors do these things



This question means:
If you tell your landlord about anti-social behaviour, are you happy with how they sort it out?



Do you think this is a good question to ask tenants?

Question 11: How complaints are handled

- 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 question means:

How happy are you with how your landlord sorts out complaints.



Do you think this is a good question to ask tenants?

Question 12: Making a complaint

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

I know how to make a complaint to my landlord if I am not happy with the service I receive.



This means how much do you agree that:

I know how to make a complaint if I am not happy.



Do you think this is a good question to ask tenants?

1	7
2	8
3	9
4	10
5	11
6	12

Thinking about all of these questions. Do you think 12 questions is:

- too many questions?
- not enough questions?
- the right number of questions to ask?

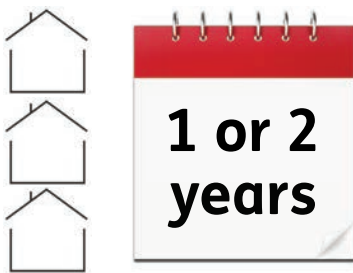


Do you think there are other questions landlords should ask?



We think that:

- landlords with lots of houses should have to ask tenants these questions every year



- landlords with not many houses should have to ask the questions every 1 or 2 years



Do you think this is a good idea?

Information from landlords

Our plan is for landlords 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



- complaints landlords get



- complaints are dealt with on time



Do you think these are the right things landlords should tell people about?



If you think these are not the right things, why is that?



We think that to tell tenants how well they are doing:

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

and

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



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Do you think this is a good idea?

How to tell us what you think



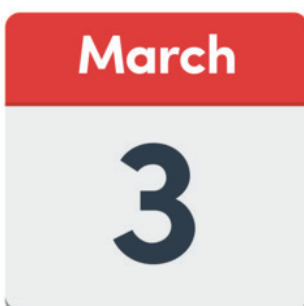
You can email us:
consultation@rsh.gov.uk



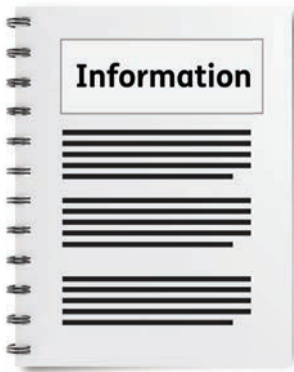
You can write to us:
**Referrals and Regulatory Enquiries
Regulator of Social Housing
Level 2
7-8 Wellington Place
Leeds
LS1 4AP**



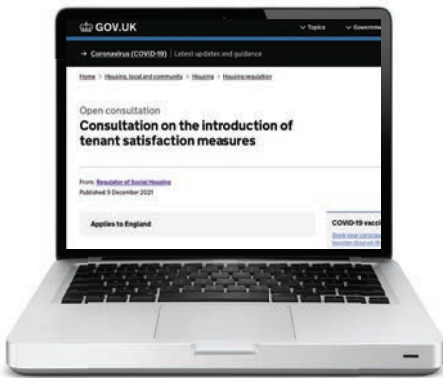
You can ask someone you trust to
send your answers to us if you want.



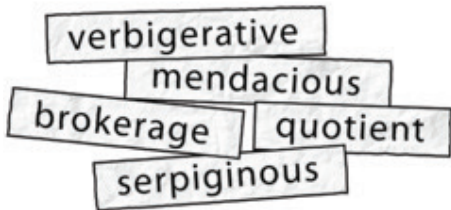
Your answers must be back with us by
3 March 2022.



For more information about our ideas we have written a main document, some other documents and a questionnaire. These are longer.



These are on our **website**:
www.gov.uk/government/consultations/consultation-on-the-introduction-of-tenant-satisfaction-measures



The information and questionnaire 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.

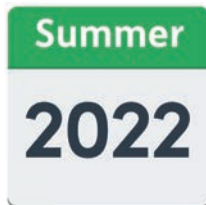


What happens next

We will look at all of the answers people tell us and decide what to do.



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Summer 2022

We will tell everyone what we have decided to do.



1 April 2023

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



Summer 2024

Landlords will send us the first year of information.



Autumn 2024

Everyone will be able to read the information.