

There are 22 tenant satisfaction measures (TSM)

Measured by doing tenant perception surveys

RP01: Homes that do not meet the Decent Homes Standard	TP01: Overall satisfaction
RP02: Repairs completed within target timescale	TP02: Satisfaction with repairs
BS01: Gas safety checks	TP03: Satisfaction with time taken to complete most recent repair
BS02: Fire safety checks	TP04: Satisfaction that the home is well maintained
BS03: Asbestos safety checks	TP05: Satisfaction that the home is safe
BS04: Water safety checks	TP06: Satisfaction that the landlord listens to tenant views and acts upon them
BS05: Lift safety checks	TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them
CH01: Complaints relative to the size of the landlord	TP08: Agreement that the landlord treats tenants fairly and with respect
CH02: Complaints responded to within Complaint Handling Code timescales	TP09: Satisfaction with the landlord's approach to handling complaints
NM01: Anti-social behaviour cases relative to the size of the landlord	TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods
TP12: Satisfaction with the landlord's approach to handling anti-social behaviour	

What does this mean for Sovereign?

Measure definitions

We had already shaped the perception questions we ask our customers in readiness for what we thought the TSMs would be, so the changes we need to make are minimal – see the next page for the changes we will make.

Representation

We will continue to measure general needs and housing for older people customers and will start to measure other customers from October.

Sampling

We currently use random samples and for full independence and assured methodology, we use an external company, Acuity, to do this. The introduction of our Anniversary Survey, which will run alongside STAR, will give us the census approach required.

Delivery methodology

We will continue to survey by phone (the requirements say we can survey by post, face to face, phone and online).

Publication

We can and do publish our survey results.

Changes to our perception questions

Ref	Mandatory wording (latest view)	What changes for us?	Impact on current metrics
TP01	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Sovereign?	No change	None
TP02	How satisfied or dissatisfied are you with the overall repairs service you have received to your home from Sovereign over the last 12 months?	Minor changes: <ul style="list-style-type: none"> • Add 'overall' to our question • Remove 'to your home' to our question 	None
TP03	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	No change	None
TP04	Thinking specifically about the building you live in, how satisfied or dissatisfied are you that Sovereign provides a home that is well maintained?	The TSM has been split into two. We asked (as per original guidance): Thinking specifically about the building you live in... how satisfied or dissatisfied are you that Sovereign provides a home that is well-maintained and safe for you to live in?	We will start measuring two metrics rather than one. This is the right thing to do as the original question was a 'two in one'.
TP05		Thinking about the condition of the property or building you live in, how dissatisfied or dissatisfied are you that Sovereign provides a home that is safe?	
TP06	How satisfied or dissatisfied are you that Sovereign listens to your views and acts upon them?	Only change is the addition of a 'not applicable / don't know' answer option – question is as currently asked.	Minimal
TP07	How satisfied or dissatisfied are you with the way Sovereign keeps you informed about things that matter to you as a tenant ?	Minor change: <ul style="list-style-type: none"> • Remove 'as a tenant' from our question 	None
TP08	To what extent do you agree or disagree with the following: "my landlord treats me fairly and with respect "?	Minor change: <ul style="list-style-type: none"> • Add 'and with respect' to our question 	None
TP09	If yes, how satisfied or dissatisfied are you with Sovereign's approach to complaints handling?	Minor changes to order of wording.	Is likely to negatively impact upon scores.

		Other change is we filter by 'have you ever had a complaint with Sovereign?', new approach stipulates that we filter by 'complaint within last 12 months'.	
TP10	If yes, how satisfied or dissatisfied are you that Sovereign keeps these communal areas clean, safe and well-maintained?	Removal of the word 'safe'. Other changes: <ul style="list-style-type: none"> • filter question – this states that customers can only comment on areas we are responsible for. • response – a 'don't know' option is now to be added. 	Minimal
TP11	Thinking about what your landlord does to improve your neighbourhood as a place to live How satisfied or dissatisfied are you that Sovereign with the extent to which your landlord makes a positive contribution to your neighbourhood?	Question has been made less wordy – see strikethroughs.	Minimal
TP12	How satisfied or dissatisfied are you with Sovereign's approach to handling anti-social behaviour?	No change to question. We must not define ASB during the survey. We will retain the question WE ask 'have you ever reported an ASB case?' – but not for filtering purposes – it will be used for analysis purposes only.	Minimal