

Code	Tenant satisfaction measure	How Measured	Responsible Director and Head of Department	Data Source (or proposed source)	March 2024
TP01	<p>Overall Satisfaction</p> <p>Taking everything into account, how satisfied or dissatisfied are you with the service being provided by your landlord?</p>	<p>By tenant perception survey.</p> <p>Census survey undertaken in February/March 2024</p>	<p>Director of Housing & Tenant Experience / Head of Tenant Experience</p>	<p>Annual Tenant Satisfaction Survey results and analysis</p>	<p>79%</p>
Keeping properties in good repair					
RP01	<p>Homes that do not meet the Decent Homes Standard</p> <p>This measure would be based on the percentage of Golden Lane Housing's homes that do not meet the Decent Homes Standard.</p>	<p>Measured directly by Golden Lane Housing's management information</p>	<p>Director of Property and Sustainability / Head of Assets</p>	<p>Stock condition data held on ActiveH.</p>	<p>0%</p>
RP02	<p>Repairs completed within target timescale</p> <p>This measure would be based on the percentage of repairs Golden Lane Housing has done within the target time that it has set for itself. As part of this measure, Golden Lane Housing's would have to make these target times public.</p> <p>This will measure both 1. non-emergency and 2. emergency repairs requested by tenants. Planned repairs by Golden Lane Housing would not be included.</p>	<p>Measured directly by Golden Lane Housing's management information</p> <p>Non-emergency target: 28 days</p> <p>Emergency target: 24 hours</p>	<p>Director of Property and Sustainability / Head of Repairs</p>	<p>Active H live repairs data.</p>	<p>1. 95%</p> <p>2. 89%</p>
TP02	<p>Satisfaction with repairs</p> <p>Has your landlord carried out a repair to your home in the last 12 months?</p> <p>If yes, how satisfied or dissatisfied are you with the overall repairs service</p>	<p>By tenant perception survey</p> <p>Census survey undertaken in February/March 2024</p>	<p>Director of Property and Sustainability / Head of Repairs</p>	<p>Annual Tenant Satisfaction Survey results and analysis</p>	<p>79%</p>

	from your landlord over the last 12 months?				
TP03	<p>Satisfaction with time taken to complete most recent repair</p> <p>Has your landlord carried out a repair to your home in the last 12 months?</p> <p>If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?</p> <p>This measure would be based on the percentage of tenants who say they are satisfied.</p>	<p>By tenant perception survey</p> <p>Census survey undertaken in February/March 2024</p>	Director of Property and Sustainability / Head of Repairs	Annual Tenant Satisfaction Survey results and analysis	74%
TP04	<p>Satisfaction that the home is well maintained</p> <p>How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?</p>	<p>By tenant perception survey</p> <p>Census survey undertaken in February/March 2024</p>	Director of Property and Sustainability / Head of Repairs	Annual Tenant Satisfaction Survey results and analysis	76%
BS01	<p>Gas safety checks</p> <p>This measure would be based on the percentage of homes that have had all the necessary gas safety checks.</p>	Measured directly by Golden Lane Housing's management information	Director of Property and Sustainability / Head of Health & Safety	Active H data	100%
BS02	<p>Fire safety checks</p> <p>This measure would be based on the percentage of homes in buildings that have had all the necessary fire risk assessments.</p>	Measured directly by Golden Lane Housing's management information	Director of Property and Sustainability / Head of Health & Safety	Active H data	100%
BS03	<p>Asbestos safety checks</p> <p>This measure would be based on the percentage of homes in buildings that</p>	Measured directly by Golden Lane Housing's management information	Director of Property and Sustainability / Head of Health & Safety	Active H data	100%

	have had all the necessary asbestos management surveys or re-inspections.				
BS04	Water safety checks This measure would be based on the percentage of homes that have had all the necessary legionella risk assessments.	Measured directly by Golden Lane Housing's management information	Director of Property and Sustainability / Head of Health & Safety	Active H data	100%
BS05	Lift safety checks This measure would be based on the percentage of homes in buildings where the communal passenger lifts have had all the necessary safety checks.	Measured directly by Golden Lane Housing's management information	Director of Property and Sustainability / Head of Health & Safety	Active H data	100%
TP05	Satisfaction that the home is safe Thinking specifically 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 measure would be based on the percentage of tenants who say they are satisfied.	By tenant perception survey Census survey undertaken in February/March 2024	Director of Property and Sustainability / Head of Health & Safety	Annual Tenant Satisfaction Survey results and analysis	83%
Effective handling of complaints					
CH01	Complaints relative to the size of Golden Lane Housing The measure will be based on the number of complaints Golden Lane Housing receives for each 1000 homes owned for stage 1 and stage 2 complaints	Measured directly by Golden Lane Housing's management information	Director of Property and Sustainability / Head of Repairs	Active H data	Stage 1 22.47 Stage 2 0.71
CH02	Complaints responded to within Complaint Handling Code timescales	Measured directly by Golden Lane Housing's	Director of Property and Sustainability / Head of Repairs	Active H data	Stage 1 100%

	This measure will be based on the percentage of complaints Golden Lane Housing responds to within the times set by the Housing Ombudsman's Complaint Handling Code for stage 1 and stage 2 complaints.	management information			Stage 2 100%
Respectful and helpful engagement					
TP06	Satisfaction that the Golden Lane Housing listens to tenant views and acts upon them How satisfied or dissatisfied are you with the extent to which your landlord listens to your views and acts upon them?	By tenant perception survey Census survey undertaken in February/March 2024	Director of Housing & Tenant Experience / Head of Tenant Experience	Annual Tenant Satisfaction Survey results and analysis	70%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them How satisfied or dissatisfied are you with the way your landlord keeps you informed about things that matter to you?	By tenant perception survey Census survey undertaken in February/March 2024	Director of Housing & Tenant Experience / Head of Tenant Experience	Annual Tenant Satisfaction Survey results and analysis	73%
TP08	Agreement that the landlord treats 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."	By tenant perception survey Census survey undertaken in February/March 2024	Director of Housing & Tenant Experience / Head of Tenant Experience	Annual Tenant Satisfaction Survey results and analysis	83%
TP09	Satisfaction with the landlord's approach to handling of complaints Have you made a complaint to your landlord in the last 12 months ?	By tenant perception survey Census survey undertaken in February/March 2024	Director of Housing & Tenant Experience / Head of Tenant Experience	Annual Tenant Satisfaction Survey results and analysis	57%

	If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?				
Responsible neighbourhood management					
NM01	Anti-social behaviour cases relative to the size of the Golden Lane Housing This measure will be based on 1. the number of anti-social behaviour cases 2. The number of cases that involve hate incidents, opened for each 1000 homes that Golden Lane Housing owns, including the number of cases that involve hate crimes	Measured directly by Golden Lane Housing's management information	Director of Housing / Head of Housing	ASB Case management reporting from ActiveH attributes	1. 27.10 2. 0.36
TP10	Satisfaction that the landlord keeps communal areas clean, safe and well maintained Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintain? If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean, and well-maintained?	By tenant perception survey Census survey undertaken in February/March 2024	Director of Housing / Head of Housing	Annual Tenant Satisfaction Survey results and analysis	70%
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?	By tenant perception survey Census survey undertaken in February/March 2024	Director of Housing / Head of Housing	Annual Tenant Satisfaction Survey results and analysis	68%
TP12	Satisfaction with the landlord's approach to handling of anti-social behaviour	By tenant perception survey	Director of Housing / Head of Housing	Annual Tenant Satisfaction Survey results and analysis	68%

<p>How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?</p> <p>Not every tenant will have reported a formal anti-social behaviour cases to their landlord however the regulator requires this question to be asked of everyone being surveyed.</p>	<p>Census survey undertaken in February/March 2024</p>			
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