

Appendix 1

Tenant Satisfaction Measures (Low-Cost Rental Accommodation only)

HA	Overall service satisfaction	Overall repairs service satisfaction	Satisfied with the time taken to complete their most recent repair	Satisfied that their landlord provides a home that is well maintained
Clarion	63.7	63.7	63.9	61.9
NHG	53.8	57.5	55.3	58.6
Riverside	66.6	70	67.5	66.8
Origin	63.6	70.7	69.5	67

HA	Satisfied that their landlord provides a home that is safe	Satisfied that their landlord listens to their views and acts upon them	Satisfied that their landlord keeps them informed about things that matter to them	Satisfied that their landlord treats them fairly and with respect
Clarion	69.8	57.1	69.1	73.8
NHG	65.5	49.1	63.6	64.4
Riverside	74.5	58.6	67.3	73.1
Origin	73.9	59.1	69.1	74.1

HA	Satisfied with their landlord's approach to complaints handling	Satisfied that their landlord keeps communal areas clean and well maintained	Satisfied that their landlord makes a positive contribution to their neighbourhood	Satisfied with their landlord's approach to handling anti-social behaviour
Clarion	25.5	58.9	57.6	55.3
NHG	27.8	56.9	53.5	56
Riverside	33.8	62.9	57.7	55.1
Origin	31.8	59.9	68.7	63.6

Tenant Satisfaction Measures (Management)

HA	Proportion of required gas safety checks	Proportion of fire risk assessments	Proportion of required asbestos management surveys or re-inspections	Proportion of required legionella risk assessments	Proportion of required communal passenger lift safety checks
Clarion	99.2	97.3	97.7	98.5	97.6
NHG	99.7	98.7	99.3	97.8	97.9
Riverside	99.7	99.7	98.5	99.5	98.6
Origin	99.4	98.2	99.9	100	94.1

HA	No of anti-social behaviour cases, opened per 1,000 homes	No of anti-social behaviour cases (hate incidents) opened per 1,000 homes	Proportion of homes that do not meet the Decent Homes Standard	Proportion of non-emergency responsive repairs completed within timescales	Proportion of emergency responsive repairs completed within timescales
Clarion	105.1	2.3	0.6	76.3	94.8
NHG	18.9	1.2	0.4	73.2	87.6
Riverside	48.6	0.9	0.5	76.1	86.1
Origin	35.1	1.3	0.9	87.2	89.6

HA	No of stage one complaints made by LCRA tenants per 1,000 homes	Proportion of stage one complaints responded to within timescales	No of stage two complaints made by LCRA tenants per 1,000 homes	Proportion of stage two complaints responded to within timescales
Clarion	53	30	20	48.5
NHG	108	59.4	21	70.5
Riverside	89	65.4	18	51.5
Origin	89	95.2	19	94.4